

Corrigendum No 2 and pre-bid clarifications to the RFP: IIBF/EXAM RFP-02/2026-27 -RFP to Select Service Provider/s to conduct Online Examinations i.e. Computer Based Test (CBT) of the Institute in centre – based mode Across India.

S. No	Document Reference	Page No.	Clause No.	Description in RFP	Clarification Sought	Remarks	IIBF response
1	A. Pre Examination activities:	20	A.2 Operations by Service provider	Every venue shall have UPS and generator/adequate power backup for uninterrupted conduct of the examination before, during and after the exam. Mock run should be done at least one day before the actual examination. Service Provider to ensure that the power backup solution suffices as per the seating capacity of the examination venue	We request IIBF to modify the point as: Every venue shall have UPS and/or generator/adequate power backup for uninterrupted conduct of the examination before, during and after the exam. Mock run should be done at least one day before the actual examination. Service Provider to ensure that the power backup solution suffices as per the seating capacity of the examination venue	NA	No change in RFP
2	A.3 Minimum Hardware, Software and Network Specifications	22	3. Test Engine Deployed at Institute's Premises	The test engine shall provide facility to upload QB/QP data, including text, images, symbols and other required content, in XLS, JSON, XML or any other format prescribed by IIBF.	We request IIBF to modify the point as: The test engine shall provide facility to upload QB/QP data, including text, images, symbols and other required content, in XLS, JSON, XML or any other format prescribed by IIBF.	The Test Engine supports upload of Question Bank (QB) and Question Paper (QP) data in XLS format, including text content, images, Unicode characters, mathematical symbols, and other supported question elements. Any additional format requirements such as JSON, XML, or other Formats prescribed by IIBF may be evaluated and mutually agreed upon during the implementation phase.	ok, however, test engine supporting JSON will be required from the Service provider/providers.

3	A.3 Minimum Hardware, Software and Network Specifications	23	2. Test Engine Deployed at Institute's Premises , Point o	The Service Provider shall provide encrypted API integration with IIBF's Authoring Tool/Question Bank software for secure transfer of QB files from the Authoring Tool to the test engine deployed at IIBF Corporate Office / Question Bank Department.	API integration with IIBF's Authoring Tool/Question Bank software for secure transfer of QB files from the Authoring is subject to technical feasibility and would need to be discussed & mutually agreed Please confirm if this is acceptable.		The clause may be amended as <i>"The Service provider to preferably provide encrypted API integration with IIBF's Authoring Tool/Question Bank software for secure transfer of QB files from the Authoring is subject to technical feasibility and would need to be discussed & mutually agreed"</i>
4	A.3 Minimum Hardware, Software and Network Specifications	23	2. Test Engine deployed at Institute's Premises , Point q	After deletion of QB/QP content, the Service Provider shall provide a certificate confirming that the data has been completely deleted and that no trace of QB/QP data remains at the Service Provider's site, central server, venue server, systems, backups or any other storage location, except where retention is expressly approved in writing by IIBF.	As part of the post exam process, Service Provider will securely upload the candidates' responses, audit trail and other exam related data to Service Provider Data Center within the stipulated time after all the candidates have submitted /completed the examination and the exam is completed. Data gets uploaded to central server automatically with the help of an application and deletion of data from Local / Exam Server happens after a stipulated time frame when the systems are formatted periodically. Kindly confirm if this is acceptable.		To ensure security and integrity of the QP, it is suggested that the QP be deleted from the venue/central server within 30 minutes post completion of every exam session (for this a confirmation will be obtained from all the centers for completion of exam and then the QP shall be deleted from the venue and central server) The final process may be discussed with the empanelled bidders before implementation.
5	A. Pre Examination activities	24	A.3 Minimum Hardware , Software and Network Specifications, Point 4	The Service Provider shall deploy Venue server which includes one Primary Venue Server, one Registration Server, and at least one Backup Venue Server for every 200 candidates at each examination venue	We request IIBF to modify the point as: The Service Provider shall deploy Venue server which includes one Primary Venue Server, one Registration Server , and at least one Backup Venue Server for every 250 0 candidates at each examination venue		The request of venue backup server for every 250 candidate is not accepted. It has to be for every 200 candidates and aligned with the requirements of primary server. The secondary server can be used for registration purposes.
6	A. Pre-Examination activities	24	A.3 Minimum Hardware , Software and Network Specifications, Point 4	The registration server shall support candidate registration, candidate verification, and automated node allocation.	We request IIBF to modify the point as: The registration Primary server shall support candidate registration, candidate verification, and automated node allocation.		The secondary server can be used for registration purposes.

7	A. Pre-Examination activities	24	4. Venue Server (primary; plus one backup server per 200 candidates and a registration server).	All candidate actions, including mouse clicks, keyboard inputs, navigation activities, virtual calculator inputs, notepad inputs and responses, shall be recorded with accurate timestamps and captured in real time.	Candidate actions and responses are recorded real-time with timestamps. However, they are made available as part of audit trail as per defined SLAs. Please confirm if our understanding is correct with respect to real time capturing.		Yes
8	A. Pre-Examination activities	24	4. Venue Server (primary; plus one backup server per 200 candidates and a registration server).	All data exchange between IIBF systems, Service Provider systems, Central Servers, Venue Servers, Backup Servers, and examination nodes shall take place only through secure VPN (with at least 256-bit SSL encryption) connectivity protected by Multi-factor Authentication (MFA) throughout the examination cycle.	Data exchanges between Venue Server and examination nodes take places through https protocol; VPN and MFA not available for examination nodes. Please confirm if this is acceptable.		Regarding point on examination nodes. "Examination nodes will be connected with venue server through LAN."
9	A. Pre-Examination activities	26	A.3 Minimum Hardware , Software and Network Specifications	6. Network and Connectivity per venue: (c) Full power backup (UPS and DG) sized for all nodes, servers, CCTV, jammer support if required in future, lighting and air-conditioning, before, during and after the examination.	We request IIBF to modify the point as: (c) Full power backup (UPS and/ or DG) sized for all nodes, servers, CCTV, jammer support if required in future, lighting and air-conditioning adequate ventilation in exam rooms, before, during and after the examination.		No change in RFP
10	A. Pre-Examination activities	30	A.6 Audit and Freeze of examination Venues, Point 2	The Service Provider should have an agreement between them and exam centre which specifically specifies the terms & conditions of the conduct of examination which shall be presented to IIBF as and when requested.	We request IIBF to modify the point as: The Service Provider should have an agreement / work order between them and exam centre which specifically specifies the terms & conditions of the conduct of examination which shall be presented to IIBF as and when requested.		Work order can be accepted provided they fulfill all the requirements of an agreement and shall be enforceable by both the parties (service provider and venue owner)

11	A. Pre-Examination activities	32	A.8 Exam Functionaries – Verification and Compliance, Point 2	The list of all exam functionaries (all individuals associated with the exam deployed at each venue) shall be provided to IIBF atleast two week prior to the commencement of the examination along with details viz. name, father's name, mother's name, gender, DOB, mobile number, ID (Aadhar), address, education qualification etc.	We request IIBF to modify the point as: The list of all exam functionaries (all individuals associated with the exam deployed at each venue) shall be provided to IIBF atleast two-week three days prior to the commencement of the examination along with details viz. name, father's name, mother's name, gender, DOB, mobile number, ID (Aadhar), address, education qualification etc.	The personal data can be shared as per the Digital Personal Data Protection (DPDP) Act, 2023 norms	The complete list of all functionaries shall be provided to IIBF atleast one week prior to the commencement of the examination along with details viz. name, father's name, mother's name, gender, DOB, mobile number, ID (Aadhar), address, education qualification etc. However, the list of functionaries, together with their assigned venue details, shall be shared at least three days before the commencement of the examination.
12	A. Pre-Examination activities	33	A.8 Exam Functionaries – Verification and Compliance, 6. Minimum staffing norms per venue	3 : Exam Controller/Venue In charge: Employee of the Service Provider	We request IIBF to modify the point as: 3: Exam Controller/Venue In charge: Employee of the Service Provider under regular/ long term contract		For long term contract employee should be on the rolls of the service provider.
13	A. Pre-Examination activities	33	A.8 Exam Functionaries – Verification and Compliance, 6. Minimum staffing norms per venue	5: Server Administrator: Employee of the Service Provider.	We request IIBF to modify the point as: 5: Server Administrator: Employee of the Service Provider under regular/ long term contract.		Long term contract employee should be on the rolls of the service provider.
14	A. Pre-Examination activities	35	A.8 Exam Functionaries – Verification and Compliance	The IT Manager and any person handling the venue server, question-paper decryption or response data shall be an employee on the rolls of the Service Provider, and shall in no case be the venue owner, the venue's own staff, or personnel arranged locally by the venue.	We request IIBF to modify the point as: The IT Manager and any person handling the venue server, question-paper decryption or response data shall be an employee on-the-rolls of the Service Provider under regular/ long term contract, and shall in no case be the venue owner, the venue's own staff, or personnel arranged locally by the venue.		Long term contract employee should be on the rolls of the service provider.

15	A. Pre-Examination activities	35	A.9 Mock Day / Preparedness Drill	The Service Provider shall complete pre-examination activities / preparedness drill / mock run at all venues at least one day prior to the start of the IIBF examination. All exam functionaries participating in the conduct of the examination shall be present full-time during the mock run, and their training/briefing shall be conducted on the same day.	We request IIBF to modify the point as: The Service Provider shall complete pre-examination activities / preparedness drill / mock run at all venues at least one day prior to the start of the IIBF examination. Adequate / required All exam functionaries participating in the conduct of the examination shall be present full-time during the mock run, and their training/briefing shall be conducted on the same day.		Can be accepted. However a training for other functionaries has to be conducted wherein the duties and responsibilities are discussed, along with declaration taken from them. Further they have to provide the list of functionaries who has attended the mock run and training session.
16	A. Pre-Examination activities	35	A.9 Mock Day / Preparedness Drill, Point 2	The mock run shall start preferably at 1100 hours and not later than 1500 hours on the date preceding the examination.	Duration of Mock run can be discussed and mutually agreed		The mock run completion report shall be submitted by 1900 hours on the date preceding the examination
17	A.9 Mock Day / Preparedness Drill	35	A.9 Mock Day / Preparedness Drill	The Service Provider shall be responsible for installing signal jammers (if required and mandated in future) during the exam day as well as the mock day to maintain the integrity of the examinations. If jammers are required to be installed in future, only wired CCTV cameras shall be used, since jammers will be operational during the exam period.	As per Govt. of India guidelines, Jammers can be procured only by Ministries/ Departments, State Government/ Union Territory, Administrations, Defence Forces and Central Police Organizations We request IIBF to secure permission from Govt of India for Service Provider to be able to provide jammer service during the conduct of examination.		Requirement of Jammers is not currently in our scope. However, the details will be mutually discussed at the time of implementation as and when required in the future.
18	A. pre-examination activities	36	A.10 CCTV Surveillance, point 5	CCTV camera must capture examination venue activities starting from opening of the venue of examination to closing after the completion of examination.	We request IIBF to modify the point as: CCTV camera must capture examination venue activities starting from opening of the venue of examination to closing after the completion of examination. starting from candidate entry start time and time upto at least 30 minutes after the examination end time.		Clause modified as below: <i>CCTV camera must capture examination venue activities starting from entry time of exam functionaries/candidate associated with IIBF examination and time upto at least 30 minutes after the examination completion time. Further, service provider should make sure that post mock run, no unauthorised personnel shall enter the sealed exam section (associated with IIBF exam).</i>

19	A. pre-examination activities	37	A.10 CCTV Surveillance, point 8	The CCTV monitoring room shall be a dedicated room separate from exam labs and server room.	We request IIBF to modify the point as: The CCTV monitoring room shall preferably be a dedicated room separate from and should not be part of exam labs and server room.		Clause modified as below: <i>The CCTV monitoring room should preferably be a dedicated facility, separate from the examination laboratories and server room. Any deviation from this requirement must receive IIBF's prior approval, and access to the server room shall be restricted to authorised personnel only.</i>
20	A. pre-examination activities	37	A.10 CCTV Surveillance, Point 11	Recorded footage shall be submitted to IIBF on external hard drives with clear, structured labelling, mapped per candidate room, within one week of completion of exam along with a certificate that recording is complete without any tampering; the Service provider shall retain a copy for the contract period as directed by IIBF, with one copy on secure cloud storage. The database and application servers shall be maintained at two different seismic zones in India (cloud DC and DR).	We request IIBF to modify the point as: Recorded footage shall be submitted to IIBF on external hard drives with clear, structured labelling, mapped per candidate room, within one three week of completion of exam along with a certificate that recording is complete without any tampering; the Service provider shall retain a copy for the contract period as directed by IIBF, with one copy on secure cloud storage. The database and application servers shall be maintained at two different seismic zones in India (cloud DC and DR).		No changes in RFP
21	B. During Examination	40	B.2 Biometric Authentication of Candidates, Point 1	The Service Provider shall scan the QR code on the admit card to retrieve the candidate's roll number and verified details (name, date of birth, father's name, centre, venue and photograph, subject etc).	We request IIBF to modify the point as: The Service Provider shall scan the QR/ Barcode code on the admit card to retrieve the candidate's roll number and verified details (name, date of birth, father's name, centre, venue and photograph, subject etc).		Options can be evaluated. However service provider should have the facility for both.
22	B. During Examination	40	B.2 Biometric Authentication of Candidates, Point 4	The solution shall be capable of Aadhaar-based biometric authentication (if applicable, as and when mandated by IIBF in future) and the Service provider shall be responsible for obtaining the UIDAI audit and all other compliances relating to Aadhaar-based authentication (if applicable, as and when mandated by IIBF in future).	Since Aadhaar-based authentication requires ASA/AUA authorization, we understand that the necessary approvals and compliances shall be arranged by IIBF. Please confirm if this is acceptable.		Requirement of Aadhar based authentication is not currently in our scope. However, the details will be mutually discussed at the time of implementation as and when required in the future.

23	B. During Examination	43	B.4 PwD Candidates, Scribes and Special Requirements, Point 5	All scribe-assisted candidates shall be seated within direct CCTV coverage, such footage shall be preserved and flagged for review, and confirmed scribe malpractice shall be treated as unfair means	CCTV Footage will be shared with IIBF within stipulated time frame. Typically takes 45 days. Please note once shared the Service Provider will not retain the footage. Please confirm if this is acceptable		No changes in RFP
24	B. During Examination	43	B.4 PwD Candidates, Scribes and Special requirements, Point 6	Unfair means: The Service Provider shall take immediate steps against any candidate caught indulging in malpractice, including the filing of FIR(s) (wherever instructed by the Institute) against culprits caught indulging in malpractice during the conduct of examinations, which shall be done by the Service Provider, in coordination with and after intimation to IIBF.	Service Provider is committed to providing all assistance and supporting details to IIBF to facilitate such action (FIR filing /Legal) against persons indulging in any kind of malpractices. All Unfair means and malpractices will be handled as per the PUFM act 2024		No changes in RFP. Clarification: The service provider shall file the FIR on behalf of IIBF and provide all necessary assistance in this regard. IIBF shall inform the service provider for filing the FIR. IIBF not in the notified list mentioned in the Act
25	C. Post-examination	44	C. Post-Examination, Point 6	CCTV recordings shall be submitted on hard disk drives, appropriately mapped per candidate/room, no later than a week from the date of request.	We request IIBF to modify the point as: CCTV recordings shall be submitted on hard disk drives, appropriately mapped per candidate/room, no later than three weeks from the date of request.		No changes in RFP
26	C. Post-examination	44	C. Post-Examination, Point 7	UFM/forensic analysis reports (physical verification, CCTV footage, clipped footage, biometric and face comparison) shall be submitted to IIBF within a week of the exam completion	CCTV Footage / Video Recording takes 45 days to share. Final submission timelines can be further discussed and mutually agreed between Service Provider and IIBF.		No changes in RFP

27	C. Post-examination	44	C. Post-Examination, Point 11	Service Provider to handover the list of suspected candidates identified through post exam analysis or candidates caught with unfair means. Service Provider to support IIBF team to evaluate the highlighted cases. Service Provider shall take immediate steps against culprit caught indulging in malpractice with	All Unfair means and malpractices will be handled as per the PUFM act 2024.		No changes in RFP IIBF not in the notified list mentioned in the Act
28	3.2 Roles and Responsibilities Matrix	47	3.2 Roles and responsibilities Matrix	Activity: Installation and operation of signal jammers (if mandated by IIBF at any time in future) IIBF: Directs and approves Service Provider: Responsible to obtain all required approvals and installation of jammers	As per Govt. of India guidelines, Jammers can be procured only by Ministries/ Departments, State Government/ Union Territory, Administrations, Defence Forces and Central Police Organizations We request IIBF to secure permission from Govt of India for Service Provider to be able to provide jammer service during the conduct of examination.		Requirement of Jammers is not currently in our scope. However, the details will be mutually discussed at the time of implementation as and when required in the future.
29	SECTION 4 – ELIGIBILITY CRITERIA	52	Point 4, ELIGIBILITY CRITERIA	The Service provider's examination software must be certified "Safe to Host" by a CERT-In empanelled agency (certificate not older than 12 months).	We request IIBF to modify the point as: The Service provider's examination software must be certified "Safe to Host" by a CERT-In empanelled agency (certificate not older than 12 months).	Our assessment solution undergoes annual security audit and Safe-to-Host certification by a CERT-In empanelled agency.	The certificate should be valid and active during the period of examinations conducted by IIBF
30	SECTION 4 – ELIGIBILITY CRITERIA	52	Point 8, ELIGIBILITY CRITERIA	Certification by CEO/HR Head with EPFO evidence	We request IIBF to modify the point as: Certification by CEO/HR Head/ authorized signatory with EPFO evidence		Can be accepted

31	SECTION 4 – ELIGIBILITY CRITERIA	52	Point 9, ELIGIBILI TY CRITERI A	The Service provider should not be blacklisted/debarred by any Central/State Government, PSU or autonomous body for exam-related activities, and neither the Service provider nor its promoters/directors should be subject to any insolvency or bankruptcy proceedings before the NCLT or any other authority during the last 5 years.	We request IIBF to modify the point as: The Service provider should not be blacklisted/debarred by any Central/State Government, PSU or autonomous body for exam-related activities as on bid submission date , and neither the Service provider nor its promoters /directors should be subject to any insolvency or bankruptcy proceedings before the NCLT or any other authority during the last 5 years.		Deletion of "Promoters" can be accepted. For addition please refer Corrigendum dated 17.08.2026 Section 4
32	5.3 Preparation and Submission of Bids (Two-Bid System)	55	Point 4	Conditional bids, joint bids and multiple bids by the same Service provider shall be rejected. Bids received after the deadline shall not be considered.	We request IIBF to modify the point as: Conditional bids , joint bids and multiple bids by the same Service provider shall be rejected. Bids received after the deadline shall not be considered.	We request IIBF to accept the bid with suggestions for the betterment of the exam process.	No change in RFP
33	5.4 Language, Format, Signing and Deviations	55	Point 3	No-deviation bids: This RFP does not contemplate deviations. Any deviation from the scope, SLA, penalty regime or terms and conditions shall render the bid liable to rejection as non-responsive. Assumptions material to the bid must be raised as pre-bid queries, not embedded in the bid.	We request IIBF to modify the point as: No-deviation bids: This RFP does not contemplate deviations. Any deviation from the scope, SLA, penalty regime or terms and conditions shall render the bid liable to rejection as non-responsive. Assumptions material to the bid must be raised as pre-bid queries, not embedded in the bid.	We request IIBF to accept the bid with suggestions for the betterment of the exam process.	No change in RFP
34	SECTION 5 – INSTRUCTIONS TO SERVICE PROVIDERS	55	5.4 Languag e, Format, Signing and Deviatio ns, Point 1	All pages shall be serially numbered, indexed and signed with seal by the authorised signatory holding the Power of Attorney/Board Resolution (Annexure E8).	As a very large organization, our policy does not allow for the creation of POA for individual projects. We have a standard POA for all authorized signatories processed every year.		Existing POA would suffice provided it satisfies the conditions mentioned in Annexure 8 of the RFP

35	6.2.1 Indicative Sub-Scoring Guidance	58	Sr. 4 Infrastructure (13)	No. of owned center out of the IIBF exam center list as per Annexure F1 175 to 199 = 1 200 to 224 = 2 More than 225 = 3	We request IIBF to modify the point as: No. of owned center out of the IIBF exam center list as per Annexure F1 50 175 to 70 199 = 1 71 200 to 100 224 = 2 More than 101 225 = 3		Please refer Corrigendum dated 17.08.2026 - clause 6.2.1
36	SECTION 5 –INSTRUCTIONS TO SERVICE PROVIDERS	55	5.5 Modification, Substitution and Withdrawal of Bids; Late Bids, Point 1	A Service provider may modify, substitute or withdraw its bid by written notice received before the bid-submission deadline; modifications/substitutions shall be sealed and superscribed accordingly. No bid may be modified or withdrawn after the deadline and before expiry of the bid validity; such withdrawal/modification shall entail forfeiture of the EMD.	We request IIBF to modify the point as: A Service provider may modify, substitute or withdraw its bid by written notice received before the bid-submission deadline; modifications/substitutions shall be sealed and superscribed accordingly. No bid may be modified or withdrawn after the deadline and before expiry of the bid validity; such withdrawal/modification shall entail forfeiture of the EMD.		No change in RFP
37			GENERIC		We understand that the Terms and Conditions will be mutually agreed before signing the contract.		No change in RFP
38	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	75	9.1 Penalties for Examination Integrity and Conduct Failures, Point 1	Clause - Question paper leakage and/or security breach of the examination system (including unauthorised access to any node during the examination) Penalty - ₹1 crore per incident plus full cost of re-examination recoverable from the Service provider; criminal action under the applicable laws against persons/parties responsible; IIBF may terminate and forfeit the PBG	We will take all the measures to avoid any security breach attempt but we must not be penalized for the same any breach attempt. Hence, we suggest the following changes to the clause: Clause - Question paper leakage-and/or security breach-of before the examination system (including unauthorised access to any node during the examination)- Penalty - ₹1 crore per incident-5% of the examination value plus full cost of re-examination recoverable from-by the Service provider without any additional charges; criminal action under the applicable laws against persons/parties responsible; IIBF may terminate and forfeit the PBG.		Clause modified as below: Clause - Question paper leakage (at service providers end, while transfer to exam Center servers or at the exam Center) and/or security breach of the examination system. Penalty - ₹1 crore per incident plus full cost of re-examination recoverable from the Service provider; criminal action under the applicable laws against persons/parties responsible; IIBF may terminate and forfeit the PBG

39	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	75	9.1 Penalties for Examination on Integrity and Conduct Failures, Point 2	Clause - Original marks of a candidate found altered Penalty - ₹1,00,000 per candidate	As per page no. 48, result processing is with IIBF, we suggest the following changes to the clause: Clause - Original marks response of a candidate found altered Penalty - ₹1,00,000 per candidate		Modified clause as below: Clause - Original marks and/or response of a candidate found altered Penalty - ₹1,00,000 per candidate
40	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	75	9.1 Penalties for Examination on Integrity and Conduct Failures, Point 3	Clause - Entire result calculated wrongly Penalty - ₹1 crore plus re-conduct of examination by the Service provider at no cost to IIBF	As per page no. 48, result processing is with IIBF, we suggest the following changes to the clause: Clause - Entire result calculated wrongly by the service provider and published Penalty - 5% of the examination value ₹4-crore plus re-conduct of examination by the Service provider at no additional cost to IIBF		Penalty changed from " ₹1 crore plus re-conduct of examination by the Service provider at no cost to IIBF" to "₹ 75 lakhs plus re-conduct of examination by the Service provider at no cost to IIBF". As clarified in the RFP, the processing and declaration of final results shall remain the sole responsibility of IIBF. However, the Service Provider shall be responsible for the accurate evaluation as per the answer key provided and display of provisional scores to candidates and for providing the provisional scorecard link to IIBF. The entire result data along with responses will be shared with IIBF post each exam. Accordingly, the stated penalty shall apply where the entire provisional score/final score shared by the vendor is incorrectly calculated and/or published.
41	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	75	9.1 Penalties for Examination on Integrity and Conduct Failures, Point 6	Clause - Issues occurred during exam day due to non-conduct of mock run, or mock cancelled due to lack/defective level of services of the Service Provider or any other reason attributable to it Penalty - ₹10,000 per venue plus ₹500 per scheduled candidate of that venue; repeated failure treated as material breach	As the "Issue" is not defined properly, we suggest the removal of the entire clause Clause—Issues occurred during exam day due to non-conduct of mock run, or mock cancelled due to lack/defective level of services of the Service Provider or any other reason attributable to it— Penalty—₹10,000 per venue plus ₹500 per scheduled candidate of that venue; repeated failure treated as material breach—		Clause modified as below: <i>Clause - Non-conduct of successful mock run, or mock cancelled due to lack/defective level of services of the Service Provider or any other reason attributable to it</i> <i>Penalty - ₹10,000 per venue and repeated failure treated as material breach</i>

42	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	75	9.1 Penalties for Examination on Integrity and Conduct Failures, Point 7	Clause - Delay in commencement/ conduct of examination beyond 30 minutes Penalty - ₹1,000 per affected candidate; For delay beyond 60 minutes, additional 10% of the per-candidate quoted rate × affected candidates, doubling for every further 45 minutes of delay	We suggest the following changes to the clause: Clause - Delay in commencement/ conduct of examination beyond 30 minutes Penalty - 5% of the accepted unit rate ₹4,000 per affected candidate; For delay beyond 60 minutes, additional 10% of the per-candidate quoted rate × affected candidates, doubling for every further 45 minutes of delay		Clause modified as below: <i>Clause - Delay in commencement/ conduct of examination beyond 30 minutes Penalty - ₹500 per affected candidate; For delay beyond 60 minutes, additional 10% of the per-candidate quoted rate × affected candidates, doubling for every further 45 minutes of delay</i>
43	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	75	9.1 Penalties for Examination on Integrity and Conduct Failures, Point 8	Clause - Cancellation of examination/shift on account of disruption (power/ connectivity/ computer failure or any other reason attributable to the Service provider) Penalty - ₹500 per affected candidate plus reconduct at no cost to IIBF; if re-conduct not completed within 30 days of the original date, additional ₹5,000 per candidate	We suggest the following changes to the clause: Clause - Cancellation of examination/shift on account of disruption (power/ connectivity/ computer failure or any other reason attributable to the Service provider) Penalty - ₹500 per affected candidate plus reconduct at no additional cost to IIBF on a mutually agreed date.; if re-conduct not completed within 30 days of the original date, additional ₹5,000 per candidate-		Clause modified as below: <i>Clause - Cancellation of examination/shift on account of disruption (power/ connectivity/ computer failure or any other reason attributable to the Service provider) Penalty - ₹500 per affected candidate plus reconduct at no additional cost to IIBF on a mutually agreed date.; if re-conduct not completed within agreed date, additional ₹5,000 per candidate</i>
44	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	76	9.1 Penalties for Examination on Integrity and Conduct Failures, Point 11	Clause - Deficiency/discrepancy in biometrics and photo capture before and after the exam (entry/exit/bio-break) Penalty - No payment for the affected candidate plus 5% of the per-candidate quoted rate for each such candidate; systemic failure (>2% of candidates at a venue) additional ₹10,000 per venue	It is difficult to hold back a candidate for exit biometric post completion of the exam. Hence, we suggest the following changes to the clause Clause - Deficiency/discrepancy in biometrics and photo capture before and after the exam (entry/ exit /bio-break) Penalty - No payment for the affected candidate plus 5% of the per-candidate quoted rate for each such candidate;		Ok.
45	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	76	9.1 Penalties for Examination on Integrity and Conduct Failures, Point 12	Clause - Failure to detect unauthorised access (remote access/hacking, etc.) of a candidate computer during the examination, or failure to report the same to IIBF within 2 weeks of completion of the examination Penalty - ₹5,00,000 per incident plus costs of forensic investigation and any consequential re-examination; wilful concealment shall be treated as security breach.	There will be attempts to hack the system and we can't control the attempts. Although we will ensure maximum security controls to avoid such situations, penalty should not be applicable. Hence, we suggest removal of the entire clause. Clause—Failure to detect unauthorised access (remote access/hacking, etc.) of a candidate computer during the examination, or failure to report the same to IIBF within 2 weeks of completion of the examination—Penalty—₹5,00,000 per incident plus costs of forensic investigation and any consequential re-examination; wilful concealment shall be treated as security breach.		No changes in RFP

46	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	76	9.1 Penalties for Examination on Integrity and Conduct Failures, Point 14	Clause - Failure to conduct mandatory venue audit prior to the examination as per prescribed guidelines or conduct of examination in an unaudited/ unapproved venue. Penalty - ₹1,00,000 per venue per occurrence.	The exam will only be conducted in the centers approved by IIBF. Hence, we suggest the following changes to the clause Clause - Failure to conduct mandatory venue audit prior to the examination as per prescribed guidelines or conduct of examination in an unaudited/ unapproved venue. Penalty - ₹1,00,000 per venue per occurrence.		No changes in RFP
47	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	77	9.1 Penalties for Examination on Integrity and Conduct Failures, Point 16	Clause - Failure to install, operate or maintain signal jammers where mandated by IIBF. (applicable as and when required in future) Penalty - ₹25,000 per venue per session.	As per Govt. of India guidelines, Jammers can be procured only by Ministries/ Departments, State Government/ Union Territory, Administrations, Defence Forces and Central Police Organizations. Hence, we suggest removal of the following clause. Clause – Failure to install, operate or maintain signal jammers where mandated by IIBF. (applicable as and when required in future)– Penalty – ₹25,000 per venue per session.—		Requirement of Jammers is not currently in our scope. However, the details will be mutually discussed at the time of implementation as and when required in the future. <i>Clause: Sufficient power points in Exam labs and uninterrupted power supply to be provided by selected Service provider for Jammers.</i> Penalty – ₹25,000 per venue per session
48	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	77	9.1 Penalties for Examination on Integrity and Conduct Failures, Point 17	Clause - Failure to conduct re-examination within prescribed timeline where attributable to SP. Penalty - ₹5,000 per affected candidate in addition to re-examination costs.	We suggest the date of re-conduct of examination should be mutually agreed between the Services provider and IIBF. Hence, we suggest removal of the following clause. Clause – Failure to conduct re-examination within prescribed timeline where attributable to SP.— Penalty – ₹5,000 per affected candidate in addition to re-examination costs.—		Clause to be deleted since already covered in 9.1.8
49	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	77	9.2 Penalties for Data, Reporting and Surveillance Failures, Point 2	Clause - Failure to provide (hard or soft copy) each of the below data: - CCTV footage of any venue for any exam day; mismanagement/mishandling of exam materials (e.g., attendance records) - Face-match verification reports, mismatch reports or exception reports. - Network intrusion detection reports, remote access reports or security incident reports. - UFM reports and necessary evidences within prescribed timeline. Any other data critical for the examination as	We suggest the following changes to the clause. Clause - Failure to provide (hard or soft copy) each of the below data: - CCTV footage of any venue for any exam day; mismanagement/mishandling of exam materials (e.g., attendance records) - Face-match verification reports, mismatch reports or exception reports. - Network intrusion detection reports, remote access reports or security incident reports. - UFM reports and necessary evidences within prescribed timeline. - Any other data critical for the examination as mentioned in the RFP (data lost, corrupted or otherwise not providable)		No changes in RFP

50	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	77	9.2 Penalties for Data, Reporting and Surveillance Failures, Point 3	Clause - Non-functional CCTV cameras or any blind spot detected in CCTV coverage at any venue. Penalty - 25% of the per-candidate quoted rate for candidates in the affected rooms ₹500 per observed blind spot per day (as reported by observer/observed by IIBF)	We suggest the following changes to the clause: Clause - Non-functional CCTV cameras or any blind spot detected in CCTV-coverage at any venue. Penalty - 25% of the per-candidate quoted rate for candidates in the affected rooms ₹500 per observed blind spot per day (as reported by Observer/observed by IIBF)		No changes in RFP
51	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	77	9.2 Penalties for Data, Reporting and Surveillance Failures, Point 3	Clause - Improper venue infrastructure (ramp/lift for PwD, drinking water, washroom cleanliness, ventilation, etc.) Safety non-compliance at a venue: absent/expired firefighting equipment, blocked or unmarked emergency exits, no evacuation plan/first-aid kit, or failure of safety briefing. Penalty - ₹5,000 per venue per day per instance	We suggest removal of the following clause: Clause – Improper venue infrastructure (ramp/lift for PwD, drinking water, washroom cleanliness, ventilation, etc.) Safety non-compliance at a venue: absent/expired firefighting equipment, blocked or unmarked emergency exits, no evacuation plan/first-aid kit, or failure of safety briefing. Penalty – ₹5,000 per venue per day per instance		No changes in RFP
52	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	78	9.2 Penalties for Data, Reporting and Surveillance Failures, Point 5	Clause - Non-cooperation with, or obstruction of, the IIBF/ third party authorised by IIBF or failure to mitigate critical audit observations before the exam Penalty - ₹10,000 per instance plus withholding under Clause 8.4; persistent non-cooperation material breach	We suggest removal of the following clause: Clause – Non-cooperation with, or obstruction of, the IIBF/ third party authorised by IIBF or failure to mitigate critical audit observations before the exam Penalty – ₹10,000 per instance plus withholding under Clause 8.4; persistent non-cooperation material breach		No changes in RFP
53	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	78	9.2 Penalties for Data, Reporting and Surveillance Failures, Point 6	Clause - Data found to be tampered / manipulated / altered / deleted / overwritten / suppressed / fabricated, or where the integrity of examination data, logs, audit trails, biometric records, CCTV footage, candidate responses, attendance records, seating data, server records or any other examination-related record is compromised due to any act, omission, negligence, system failure, unauthorised access or lack of adequate controls attributable to the Service Provider. Penalty - ₹1,00,00,000, in addition to recovery of all losses, costs, damages and expenses incurred by IIBF, including the cost of re-examination wherever required.	We suggest the following changes to the clause: Clause - Data found to be tampered / manipulated / altered / deleted / overwritten / suppressed / fabricated, or where the integrity of examination data, logs, audit trails, biometric records, CCTV footage, candidate responses, attendance records, seating data, server records or any other examination-related record is compromised due to any act, omission, negligence, system failure, unauthorised access or lack of adequate controls attributable to the Service Provider. Penalty - ₹1,00,00,000 5% of the exam value for the defaulting venues, in addition to recovery of all losses, costs, damages and expenses incurred by IIBF, including the cost conduct of re-examination wherever required without any additional cost to IIBF .		Modified clause as below: Clause - Data found to be tampered / manipulated / altered / deleted / overwritten / suppressed / fabricated, or where the integrity of examination data, logs, audit trails, biometric records, CCTV footage, attendance records, seating data, server records or any other examination-related record is compromised due to any act, omission, negligence, system failure, unauthorised access or lack of adequate controls attributable to the Service Provider. Penalty - ₹1,00,00,000, in addition to recovery of all losses, costs, damages and expenses incurred by IIBF, including the cost of re-examination wherever required.

54	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	78	9.2 Penalties for Data, Reporting and Surveillance Failures, Point 8	Clause - Failure of real-time synchronization of candidate responses from local server to central server, resulting in response loss, delayed upload or missing audit trail. Penalty - ₹1,00,000 per venue/session plus consequential losses.	We suggest the following changes to the clause: Clause - Failure of to real-time synchronization upload of candidate responses from local server to central server post completion of the exam , resulting in response loss, delayed upload or missing audit trail. Penalty - ₹1,00,000 per venue/session plus consequential losses.		Can be accepted
55	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	78	9.2 Penalties for Data, Reporting and Surveillance Failures, Point 9	Clause - Instances identified around the following activities: - Non availability of test engine at IIBF Premises - API Integration & UAT Completion - QB/QP Audit Trail Availability - Test Engine/QB Data Deletion Certification Penalty - ₹50,000 per instance.	We suggest removal of the following clause: Clause – Instances identified around the following activities:– – Non availability of test engine at IIBF Premises – – API Integration & UAT Completion – – QB/QP Audit Trail Availability – – Test Engine/QB Data Deletion Certification – Penalty – ₹50,000 per instance. –		No changes in RFP
56	SECTION 9 – PENALTIES AND LIQUIDATED DAMAGES	78	9.2 Penalties for Data, Reporting and Surveillance Failures, Point 10	Clause - Dashboard Availability Penalty - Dashboard unavailable for more than 30 continuous minutes during examination: ₹50,000 per incident.	We suggest removal of the following clause: Clause – Dashboard Availability – Penalty – Dashboard unavailable for more than 30-continuous minutes during examination: ₹50,000 per incident. –		No changes in RFP

57	Annexure E6 – Declaration for Acceptance of RFP Terms and Conditions	87	Annexure E6 – Declaration for Acceptance of RFP Terms and Conditions	We hereby certify that we have read the entire terms and conditions of RFP No. IIBF/EXAM RFP-2/2026-27 (including all sections, annexures and corrigenda), which shall form part of the Contract, and we unconditionally accept the same in totality. We further declare that our firm has not been blacklisted by any Central/State Government or PSU or autonomous body for any examination-related activity as on the date of submission, and that all information furnished is true and correct; if found otherwise, IIBF may summarily reject our bid or terminate the Contract, forfeiting the EMD/PBG, without prejudice to other rights and remedies.	We request IIBF to modify the point as: We hereby certify that we have read the entire terms and conditions of RFP No. IIBF/EXAM RFP-2/2026-27 (including all sections, annexures and corrigenda), which shall form part of the Contract, and we unconditionally accept the same in totality subject to suggestions submitted. We further declare that the best of our knowledge our firm has not been blacklisted by any Central/State Government or PSU or autonomous body for any examination-related activity as on the date of submission, and that all information furnished is true and correct the best of our knowledge; if found otherwise, IIBF may summarily reject our bid or terminate the Contract, forfeiting the EMD/PBG, without prejudice to other rights and remedies	We request IIBF to accept the bid with suggestions for the betterment of the exam process.	We hereby certify that we have read the entire terms and conditions of RFP No. IIBF/EXAM RFP-2/2026-27 (including all sections, annexures and corrigenda), which shall form part of the Contract, and we unconditionally accept the same in totality. We further declare that to the best of our knowledge our firm has not been blacklisted by any Central/State Government or PSU or autonomous body for any examination-related activity as on the date of submission, and that all information furnished is true and correct to the best of our knowledge; if found otherwise, IIBF may summarily reject our bid or terminate the Contract, forfeiting the EMD/PBG, without prejudice to other rights and remedies.
58	Annexure E7 – Declaration for Acceptance of Scope of Work	88	Annexure E7 – Declaration for Acceptance of Scope of Work	We confirm that we have studied and understood the complete Scope of Work in Section 3 of the RFP, including the pre-examination, during-examination and post-examination deliverables, the SLA framework in Section 7, the data-accountability provisions in Clause 8.6 and the penalty regime in Section 9, and we unconditionally accept the same	We request IIBF to modify the point as We confirm that we have studied and understood the complete Scope of Work in Section 3 of the RFP, including the pre-examination, during-examination and post-examination deliverables, the SLA framework in Section 7, the data-accountability provisions in Clause 8.6 and the penalty regime in Section 9, and we unconditionally accept the same subject to suggestions submitted.	We request IIBF to accept the bid with suggestions for the betterment of the exam process.	No changes in RFP
59	Annexure E8 – Format Power of Attorney	89	Annexure E8 – Format Power of Attorney	Annexure E8 – Format Power of Attorney	As a very large organization, our policy does not allow for the creation of POA for individual projects. We have a standard POA for all authorized signatories processed every year.		Existing POA would suffice provided it satisfies the conditions mentioned in Annexure 8 of the RFP

60	Annexure E9 - Other Undertakings (Clean Track, No Blacklisting, Conflict of Interest)	90	Annexure E9 - Other Undertakings (Clean Track, No Blacklisting, Conflict of Interest)	We are not currently blacklisted/debarred by any Central/State Government, PSU or autonomous body for exam-related activities; neither we nor our promoters/directors are subject to any insolvency/bankruptcy proceedings before the NCLT or any other authority; and we are not under any declaration of ineligibility for corrupt or fraudulent practices. We accept absolute data accountability under Clause 8.6 and the penalty regime under Section 9.	We request IIBF to modify the point as: We are not currently blacklisted/debarred by any Central/State Government, PSU or autonomous body for exam-related activities as on date of bid submission; neither we nor our promoters/directors to the best of our knowledge are subject to any insolvency/bankruptcy proceedings before the NCLT or any other authority; and we are not under any declaration of ineligibility for corrupt or fraudulent practices. We accept absolute data accountability under Clause 8.6 and the penalty regime under Section 9.		We are not currently blacklisted/debarred by any Central/State Government, PSU or autonomous body for exam-related activities as on date of bid submission; neither we nor our directors to the best of our knowledge are subject to any insolvency/bankruptcy proceedings before the NCLT or any other authority; and we are not under any declaration of ineligibility for corrupt or fraudulent practices. We accept absolute data accountability under Clause 8.6 and the penalty regime under Section 9.
61	Annexure T3 - Declaration Regarding Clean Track Record	99	Annexure T3 - Declaration Regarding Clean Track Record	I have carefully gone through the Terms and Conditions contained in the above referred RFP. I hereby declare that my company is not under a declaration of ineligibility / banned / blacklisted/ debarred by any State or Central Government / Central or State Government Department/Undertaking or any other Government Institutions / Autonomous Bodies currently in India or abroad.	We request IIBF to modify the point as: I have carefully gone through the Terms and Conditions contained in the above referred RFP. I hereby declare that my company is not under a declaration of ineligibility / banned / blacklisted/ debarred by any State or Central Government / Central or State Government Department/Undertaking or any other Government Institutions / Autonomous Bodies currently in India or abroad as on date of bid submission.		Please refer Corrigendum dated 17.08.2026 - Section 4

62	3.4 Data Requirements for Audit / Analysis by Institute or agency authorised by Institute	49	3.4 Data Requirements for Audit / Analysis by Institute or agency authorised by Institute	IIBF may authorise and deploy an independent agency for audit of pre-, during- and post-exam activities. The Service provider shall provide all data including logs, trails, CCTV footage, documents and clarifications to IIBF without undue delay, as per the Institute's requirements, and shall promptly extend all required help in monitoring and resolving issues in consultation with IIBF. The Service provider's responsibilities include: 1. Providing a detailed understanding of the technical architecture, exam-conduct processes, data flow and data dictionary before the start of the exam. 2. Providing timely details of Venue Heads/Centre Coordinators (contact numbers, authorisations), and timely access to exam-centre premises for pre-exam audit. 3. Mitigating, before exam start, the critical observations identified during pre-exam centre audit, to the satisfaction of IIBF; observations relating to pre-, during- or post-exam phases shall likewise be mitigated to IIBF's satisfaction. Providing access to IIBF/IIBF authorised auditors during the exam at exam centres as independent observers, and facilitating download of application logs and system settings from sample machines and network switches identified by the auditors after the exam. 5. Capturing electronically, all the data listed below. Where any data is not readily available, all efforts shall be made to collect and share it; data that the Service Provider fails to provide shall attract the liability and penalty consequences set out in Clauses 8.6 and Section 9. All data shall be made available to	IIBF shall conduct may authorise and deploy an independent agency for audits of pre-, during- and post-exam activities. The Service provider shall provide all data including logs, trails, CCTV footage, documents and clarifications to IIBF without undue delay, as per the Institute's requirements, and shall promptly extend all required help in monitoring and resolving issues in consultation with IIBF. The Service provider's responsibilities include: 1. Providing a detailed understanding of the technical architecture, exam-conduct processes, data flow and data dictionary before the start of the exam. 2. Providing timely details of Venue Heads/Centre Coordinators (contact numbers, authorisations), and timely access to exam-centre premises for pre-exam audit. 3. Mitigating, before exam start, the critical observations identified during pre-exam centre audit, to the satisfaction of IIBF; observations relating to pre-, during- or post-exam phases shall likewise be mitigated. to IIBF's satisfaction. 4. Providing access to IIBF/IIBF authorised auditors during the exam at exam centres as independent observers, and facilitating download of application logs and system settings from sample machines and network switches identified by the auditors after the exam. 5. Capturing electronically, all the data listed below. Where any data is not readily available, all efforts shall be made to collect and share it; data that the Service Provider fails to provide shall attract the liability and penalty consequences set out in Clauses 8.6 and Section 9. All data shall be made available to IIBF in a secure manner, and processing of such data shall be performed by IIBF at its premises. Any such audit shall be conducted expeditiously, efficiently, and at reasonable business hours after giving due notice to the Service Provider which shall not be less than 10 days. The cost of such audit shall be borne by IIBF. IIBF shall not have access to the proprietary data of, or relating to, any other Customer of Service Provider, or a third party or Service Provider's cost, profit, discount and pricing data. The audit shall not be permitted if it interferes with Service Provider's ability to perform the services in accordance with the service levels, unless IIBF relieves Service Provider from meeting the applicable service levels. IIBF will ensure that the auditor appointed to conduct the audit will not be the competitor of Service Provider and will be bound by confidentiality obligations through a separate NDA entered by such third party auditor.	NA	No changes in RFP. Service provider is responsible for conducting center/venue audit before finalising the venue. However IIBF has the right to appoint additional third party to perform independent audit if required.
63	SECTION 5 – INSTRUCTIONS TO SERVICE PROVIDERS	54	5.2 Earnest Money Deposit (EMD)	3. The EMD shall be forfeited if the Service provider withdraws or modifies its bid during the validity period, fails to sign the Contract, fails to furnish the Performance Bank Guarantee, or is found to have engaged in any Prohibited Practice under Section 8.15.	3. The EMD shall be forfeited if the Service provider withdraws or modifies its bid during the validity period, fails to sign the Contract, fails to furnish the Performance Bank Guarantee, or is found to have engaged in any Prohibited Practice under Section 8.15.		No changes in RFP
64	SECTION 5 – INSTRUCTIONS TO SERVICE PROVIDERS	56	5.7 Contacting IIBF; Canvassing	From bid opening until award, no Service provider shall contact IIBF on any matter relating to its bid except in writing as provided herein. Any attempt to canvass, influence or pressure IIBF, its employees or evaluation committees directly or indirectly shall result in rejection of the bid and forfeiture of the EMD, without prejudice to action under the Integrity Pact (Annexure IP).	From bid opening until award, no Service provider shall contact IIBF on any matter relating to its bid except in writing as provided herein. Any attempt to canvass, influence or pressure IIBF, its employees or evaluation committees directly or indirectly shall result in rejection of the bid. and forfeiture of the EMD, without prejudice to action under the Integrity Pact (Annexure IP).		No changes in RFP

65	SECTION 7 – SERVICE LEVEL AGREEMENT (SLA) FRAMEWORK	63	SECTION 7 – SERVICE LEVEL AGREEMENT (SLA) FRAMEWORK	SECTION 7 – SERVICE LEVEL AGREEMENT (SLA) FRAMEWORK	SECTION 7 – SERVICE LEVEL AGREEMENT (SLA) FRAMEWORK <i>Notwithstanding anything contained in the Contract the maximum aggregate penalty including liquidated damages shall not exceed ten (10%) percent of the value of the delayed or undelivered services and can be levied for reasons that are solely attributable to the Service Provider</i>		No changes in RFP
66	SECTION 8 – TERMS AND CONDITIONS	68	8.1 Legal Framework – Statutory Compliance	The Service Provider shall comply with the provisions of the relevant laws of the country, any rules or guidelines issued thereunder and best industrial practices. The Service Provider shall take all necessary measures to prevent impersonation, use of unfair means, data compromise, or any act that may affect the integrity of the examination. Any violation attributable to the Service Provider shall attract action under applicable law in addition to contractual remedies	The Service Provider shall comply with the provisions of the relevant laws of the country, any rules or guidelines issued thereunder and best industrial practices. The Service Provider shall take all necessary measures to prevent impersonation, use of unfair means, data compromise, or any act that may affect the integrity of the examination. Any violation <i>solely and entirely</i> attributable to the Service Provider shall attract action under applicable law in addition to contractual remedies		Can be accepted. Responsibility of Service provider to ensure smooth conduct of exam maintaining the security and integrity of examinations.
67	SECTION 8 – TERMS AND CONDITIONS	68	8.2 Processing Norms and Data Handling	8.2 Processing Norms and Data Handling	8.2 Processing Norms and Data Handling 2. Any data loss, unauthorised disclosure or security incident affecting examination or candidate data shall be reported to IIBF immediately upon detection, with a detailed incident report and remediation plan.; the consequences in Clauses 8.4, 8.6 and Section 9 shall apply:- <i>5. IIBF shall not direct or instruct Service Provider to process IIBF Data in a manner which is contrary to applicable laws, data protection laws and privacy laws or inconsistent with the terms of the Agreement.</i>		No change in RFP However, the below point can be considered: Notwithstanding the abovementioned, IIBF shall not direct or instruct Service Provider to process IIBF Data in a manner which is contrary to applicable laws, data protection laws and privacy laws.

68	SECTION 8 – TERMS AND CONDITIONS	68	8.4 Right to Withhold Payment Linked to Compliance	Notwithstanding anything contained elsewhere in this RFP or the Contract, the Institute shall have the right to withhold, defer or suspend payment, in whole or in part, if the Service Provider fails to comply with any contractual, statutory, procedural, security or reporting obligation under this RFP or the Contract. Such non compliance may include, but shall not be limited to: 1. Non-submission or delayed submission of mandatory reports, audit trails, logs, CCTV footage or certifications; 2. Failure to provide complete and accurate examination data, biometric records or supporting documentation; 3. Non-cooperation with audits, inspections, monitoring agencies or Institute-designated authorities; 4. Non-compliance with statutory requirements, security protocols or examination-integrity measures; 5. Failure to complete data handover, reconciliation or certification requirements to the satisfaction of the Institute. The withheld amount shall be released only after the Service Provider rectifies the non-compliance and completes all corrective actions to the satisfaction of the Institute. Exercise of this right shall be without prejudice to any other rights, remedies, penalties or contractual actions available to the Institute under this RFP, the Contract or applicable law.	Notwithstanding anything contained elsewhere in this RFP or the Contract, the Institute shall have the right to withhold, defer or suspend payment, in whole or in part, if the Service Provider fails to comply with any contractual, statutory, procedural, security or reporting obligation under this RFP or the Contract. Such non compliance may include, but shall not be limited to: 1. Non-submission or delayed submission of mandatory reports, audit trails, logs, CCTV footage or certifications; 2. Failure to provide complete and accurate examination data, biometric records or supporting documentation; 3. Non-cooperation with audits, inspections, monitoring agencies or Institute-designated authorities; 4. Non-compliance with statutory requirements, security protocols or examination-integrity measures; 5. Failure to complete data handover, reconciliation or certification requirements to the satisfaction of the Institute. The withheld amount shall be released only after the Service Provider rectifies the non-compliance and completes all corrective actions to the satisfaction of the Institute. Exercise of this right shall be without prejudice to any other rights, remedies, penalties or contractual actions available to the Institute under this RFP, the Contract or applicable law.		No changes in RFP
69	SECTION 8 – TERMS AND CONDITIONS	68	8.5 Payment Terms	Payment shall be made in Indian Rupees only, examination-cycle- wise, upon successful performance of all exam-related activities in Section 3, submission of invoice in duplicate with all mandated deliverables and data, and due verification by IIBF. No advance payment shall be made. 2. Each invoice shall be accompanied by: (i) the complete data-handover certificate (Annexure T10- proforma) and (ii) SLA compliance report. Invoices unaccompanied by these shall not be due for payment. 3. Undisputed payments shall be released within 30 days of receipt of a complete and compliant invoice, after deduction of applicable penalties/service credits and taxes at source.	Payment shall be made in Indian Rupees only, examination-cycle- wise, upon successful performance of all exam-related activities in Section 3, submission of invoice in duplicate with all mandated deliverables and data, and due verification by IIBF. No advance payment shall be made. 2. Each invoice shall be accompanied by: (i) the complete data-handover certificate (Annexure T10- proforma) and (ii) SLA compliance report. Invoices unaccompanied by these shall not be due for payment. 3. Undisputed payments shall be released within 30 days of receipt of a complete and compliant invoice, after deduction of applicable penalties/service credits and taxes at source. 4. IIBF shall remit payment to SERVICE PROVIDER within thirty (30) days from the date of invoice. SERVICE PROVIDER shall invoice and IIBF shall make payment, in accordance with the billing period. If any invoice remains unpaid after the aforesaid period, SERVICE PROVIDER shall be entitled to recover the unpaid invoices with interest @ 1.5% per month calculated from the payment due date until the recovery is made in full with interest and/or suspend the Services.		Payment shall be made in Indian Rupees only, examination-cycle- wise, upon successful performance of all exam-related activities in Section 3, submission of invoice in duplicate with all mandated deliverables and data, and due verification by IIBF. No advance payment shall be made. 2. Each invoice shall be accompanied by: (i) the complete data-handover certificate (Annexure T10- proforma) and (ii) SLA compliance report. Invoices unaccompanied by these shall not be due for payment. 3. Undisputed payments shall be released within 30 working days of receipt of a complete and compliant invoice, after deduction of applicable penalties/service credits and taxes at source.

70	SECTION 8 – TERMS AND CONDITIONS	69	8.6 Liability for Data — Service provider's Absolute Data Accounta- bility	1.The Service Provider shall be fully and strictly liable for all data required to be generated, captured, preserved and delivered to the Institute under this RFP (including the Mandatory Data Set at Clause 3.4 & 3.5, biometric data, CCTV recordings, logs and response data). Any data that the Service Provider cannot provide to the Institute whether due to loss, corruption, non-capture, deletion, technical failure or otherwise shall be treated as a material breach attributable to the Service Provider, without the need for IIBF to prove fault. 2. For every instance of non- providable data, the Service Provider shall be liable for: (i) the specific penalties in Section 9; (ii) withholding of payment under Clause 8.4 for the affected examination; (iii) the cost of any re-examination, re-verification or forensic reconstruction necessitated by such non-availability; and (iv) indemnification of IIBF against all claims, losses, regulatory penalties and litigation costs arising from such non-availability. 3. In case of non-fulfilment of the Service Provider's obligations leading to any data loss or non- compliance with event-based logging/data-saving requirements, the Service Provider shall indemnify IIBF to the extent of the loss suffered by IIBF. Repeated non-delivery of data (two or more examination cycles) shall entitle IIBF to terminate for default, forfeit the Performance Bank Guarantee, and blacklist the Service Provider.	1. The Service Provider shall be responsible fully-and-strictly-liable for all data required to be generated, captured, preserved and delivered to the Institute under this RFP (including the Mandatory Data Set at Clause 3.4 & 3.5, biometric data, CCTV recordings, logs and response data). Any data that the Service Provider cannot provide to the Institute whether due to loss, corruption, non-capture, deletion, technical failure or otherwise shall be treated as a material breach for reasons solely and entirely attributable to the Service Provider., without the need for IIBF to prove fault- 2. For every instance of non- providable data, the Service Provider shall be liable for: (i) the specific penalties in Section 9; (ii) withholding of payment under Clause 8.4 for the affected examination; (iii) the cost of any re-examination, re-verification or forensic reconstruction necessitated by such non- availability; and (iv) indemnification of IIBF against all claims, losses, regulatory penalties and litigation costs arising from such non-availability- 3. In case of non-fulfilment of the Service Provider's obligations leading to any data loss or non- compliance with event-based logging/data-saving requirements, and the Service Provider shall indemnify IIBF to the extent of the loss suffered by IIBF. Repeated non-delivery of data (two or more examination cycles) shall entitle IIBF to terminate for default, or forfeit the Performance Bank Guarantee, and blacklist the Service Provider.	No change in RFP
71	SECTION 8 – TERMS AND CONDITIONS	70	8.7 Limitation of Liability	Subject to the carve-outs below, the total aggregate liability of the Service Provider under the Contract shall be limited to the total contract value payable by IIBF for the relevant contract exam/year as applicable. This limitation shall NOT apply to: (i) liability arising from breach of confidentiality or data-protection obligations; (ii) liability arising from question- paper leakage, UFM facilitation or violation relevant laws and regulation of the country (iii) indemnity obligations for third- party IPR infringement, bodily injury or death, or fraud/wilful misconduct; and (iv) statutory penalties. Neither party shall be liable to the other for indirect or consequential damages, except in the carved-out cases above.	Subject to the carve-outs below, the total aggregate liability of the Service Provider under the Contract shall be limited to the Exam Value paid to Service Provider by the IIBF for the Service that gives rise to such liability. total contract in value payable by IIBF for the relevant contract exam/year as applicable. This limitation shall NOT apply to: (i) liability arising from breach of confidentiality or data-protection obligations; (ii) liability arising from question- paper leakage, UFM facilitation or violation relevant laws and regulation of the country (iii) indemnity obligations for third- party IPR infringement, bodily injury or death, or fraud/wilful misconduct; and (iv) breach of the Use Terms in respect of use of SERVICE PROVIDER Application System (iv)-statutory penalties. Neither party shall be liable to the other for indirect or consequential damages. .,except in the carved-out cases above. Service Provider shall not be liable to the other for any special, indirect, incidental, consequential (including loss of revenue, data and/or profit), exemplary or punitive damages, whether in contract, tort or other theories of law, even if the Party has been advised of the possibility of such damages. SERVICE PROVIDER shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of IIBF to perform any of IIBF's obligations. In such event, SERVICE PROVIDER shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge the IIBF for additional costs incurred, if any, as may be mutually agreed upon between the Parties.	No changes in RFP. However contract value is replaced with exam value. For eg. JAIIB shall be considered as one exam

72	SECTION 8 – TERMS AND CONDITIONS	70	8.8 Performance Bank Guarantee	The successful Service provider shall furnish, within 15 days of the Letter of Intent/award, an irrevocable and unconditional Performance Bank Guarantee from a scheduled commercial bank equal to 10% of the estimated contract value, valid for the Contract period plus a claim period of 12 months, in the format prescribed by IIBF (see Annexure E11 pattern). The PBG shall be extended for any extension of the Contract. Failure to furnish the PBG may result in cancellation of the award and forfeiture of the EMD. IIBF may invoke the PBG for non-performance, SLA default, data non-delivery or any loss caused to IIBF.	The successful Service provider shall furnish, within 30 45 days of the signing of the Contract Letter-of-Intent/award, an irrevocable and unconditional Performance Bank Guarantee from a scheduled commercial bank equal to 10% of the estimated contract value, valid for the Contract period plus a claim period of 12 months, in the format prescribed by IIBF (see Annexure E11 pattern). The PBG shall be extended for any extension of the Contract. Failure to furnish the PBG may result in cancellation of the award. and forfeiture of the EMD. IIBF may invoke the PBG for non-performance, SLA default, data non-delivery or any loss caused to IIBF.		No changes in RFP
73	SECTION 8 – TERMS AND CONDITIONS	70	8.9 Exit Management and Transition Support	Upon expiry, termination or non- renewal of the Contract for any reason, the Service Provider shall provide full cooperation and support to ensure a smooth, uninterrupted transition of examination services to the Institute or to any successor agency designated by the Institute. During a transition period of up to 6 months, the Service Provider shall, without additional cost to the Institute: . . . The last invoice of the Contract shall not fall due until the exit- management obligations are certified as complete by IIBF.	Upon expiry, termination or non- renewal of the Contract for any reason, the Service Provider shall provide full cooperation and support to ensure a smooth, uninterrupted transition of examination services to the Institute or to any successor agency designated by the Institute. During a transition period of up to 6 months, the Service Provider shall at the cost of the IIBF as maybe mutually agreed by the Parties, without additional cost to the Institute: . . . The last invoice of the Contract shall not fall due until the exit- management obligations are certified as complete by IIBF.		No changes in RFP
74	SECTION 8 – TERMS AND CONDITIONS	71	8.10 Confidentiality, Non-Disclosure and IPR	2. IPR in the Service provider's standard software and application software shall remain with its owner; usage rights shall be granted to IIBF for the Contract term. All rights, title and interest in IIBF Data shall always remain with IIBF, and the Service provider shall have no right to use IIBF Data except upon written authority of IIBF. The Service provider warrants that its solution does not infringe any third-party IPR and shall indemnify IIBF against all losses or claims arising from any such infringement.	2. IPR in the Service provider's standard software and application software shall remain with its owner; usage rights shall be granted to IIBF for the Contract term. All rights, title and interest in IIBF Data shall always remain with IIBF, and the Service provider shall have no right to use IIBF Data except upon written authority of IIBF. All rights, title and interests in and to the Services Environment and any other material used by SERVICE PROVIDER in the provision of the Services shall exclusively belong to SERVICE PROVIDER or its licensors ("SERVICE PROVIDER Proprietary Material"). Any and all Intellectual Property Rights with respect to the Services and the SERVICE PROVIDER Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to SERVICE PROVIDER or its licensors and the IIBF shall not be entitled to claim any rights therein. All rights, title and interests in the IIBF Data shall always remain with IIBF. However, SERVICE PROVIDER shall have the right and license to use the IIBF Data for R&D and product enhancement purposes. IIBF agrees that SERVICE PROVIDER shall have the right to list IIBF name in its marketing material and use IIBF logo with respect to such listing and for reference purposes. The IIBF acknowledges that the provision of the Services hereunder by SERVICE PROVIDER shall be on a non-exclusive basis and SERVICE PROVIDER shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged hereunder to any of its other IIBFs, either existing or future, and nothing herein shall preclude SERVICE PROVIDER from providing such services or performing such obligations to its other IIBFs. The Service provider warrants that its solution does not infringe any third-party IPR and shall indemnify IIBF against all losses or claims arising from any such infringement.		No changes in RFP

75	SECTION 8 – TERMS AND CONDITIONS	71	8.12 Termination and Suspension	1. Termination for Default: IIBF may, by 90 days' written notice, terminate the Contract in whole if the Service Provider fails to perform its obligations, the quality of delivery is not to IIBF's satisfaction, chronic SLA breach occurs (Section 7), or the Service Provider commits material breach (including data non-delivery under Clause 8.6, breach of relevant laws, or breach of confidentiality). IIBF may procure the services elsewhere at the Service Provider's risk and cost; the PBG shall stand forfeited; and the Service Provider shall hand over all documents and data related to the exams to IIBF and lend all support, including data transfer, to the new agency. 4. Suspension: IIBF may, after 15 days' written notice specifying the failure, suspend all payments if the Service Provider fails to perform its obligations, and may engage another agency to complete suspended work at the Service Provider's cost. No consequential damages shall be payable to the Service Provider in the event of termination or suspension.	1. Termination for Default: IIBF Either Party may, by 90 days' written notice, terminate the Contract in whole if the Service-Provider defaulting party fails to perform its obligations, the quality of delivery is not as per mutually agreed specifications to IIBF's satisfaction, chronic SLA breach occurs (Section 7), or either party the Service Provider commits material breach (including data non-delivery under Clause 8.6, breach of relevant laws, or breach of confidentiality). IIBF may procure the services elsewhere at the Service Provider's risk and cost; the PBG shall stand forfeited; and the Service Provider shall hand over all documents and data related to the exams to IIBF and lend all support, including data transfer, to the new agency. 4. Suspension: IIBF may, after 15 days' written notice specifying the failure, suspend all payments if the Service Provider fails to perform its obligations, and may engage another agency to complete suspended work. at the Service Provider's cost. No consequential damages shall be payable to the Service Provider in the event of termination or suspension.	No changes in RFP
	SECTION 8 – TERMS AND CONDITIONS	72	8.14 Indemnity	The Service Provider shall indemnify, defend and hold IIBF harmless from and against all claims, demands, losses, damages, costs and expenses (including legal costs) arising out of or in connection with: (i) breach of the Contract, SLA or applicable law by the Service Provider or its personnel/sub-contractors; (ii) misappropriation of third-party trade secrets or infringement of any patent, trademark, copyright or other statutory rights under any law, including the Copyright Act, 1957 or the Information Technology Act, 2000; (iii) loss, unauthorised disclosure or non-availability of examination/candidate data; (iv) personal injury or property damage caused by its personnel; (v) claims by its personnel or sub-contractors; and (vi) penalties imposed on IIBF by any regulator on account of the Service Provider's acts or omissions.	The Service Provider shall indemnify, defend and hold IIBF harmless from and against all third party claims, demands, losses, damages, costs and expenses (including legal costs) arising out of or in connection with: (i) breach of the Contract, SLA or applicable law by the Service Provider or its personnel/sub-contractors; (ii) misappropriation of third-party trade secrets or infringement of any patent, trademark, copyright or other statutory rights under any law, including the Copyright Act, 1957. or the Information Technology Act, 2000; (iii) loss, unauthorised disclosure or non-availability of examination/candidate data; (iv) personal injury or property damage caused by its personnel; (v) claims by its personnel or sub-contractors; and (vi) penalties imposed on IIBF by any regulator on account of the Service Provider's acts or omissions. IIBF shall indemnify, defend and hold Service Provider harmless from and against all third party claims, demands, losses, damages, costs and expenses (including legal costs) arising out of or in connection with infringement of any patent, trademark, copyright or other statutory rights under any law, including the Copyright Act, 1957 for IIBF provided materials. IIBF agrees to indemnify, defend and hold SERVICE PROVIDER and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions, damages, liabilities, costs and expenses, including but not limited to reasonable attorney's fees and expenses, arising out of or resulting from SERVICE PROVIDER' compliance with Processing Norms	No changes in RFP

77	SECTION 8 – TERMS AND CONDITIONS	72	8.15 Integrity Pact; Fraudulent and Corrupt Practices	The Service provider shall enter into an Integrity Pact with IIBF and shall not resort to any corrupt practice at any stage of the Contract, including not offering any benefit to IIBF employees, not entering into undisclosed arrangements with other Service providers, and disclosing agents/representatives and past transgressions. Service providers and their officers, employees, agents and advisers shall observe the highest standards of ethics. IIBF shall reject a proposal, forfeit the EMD/PBG and may debar the Service provider, without liability, if the Service provider engages directly or	The Service provider shall enter into an Integrity Pact with IIBF and shall not resort to any corrupt practice at any stage of the Contract, including not offering any benefit to IIBF employees, not entering into undisclosed arrangements with other Service providers, and disclosing agents/representatives and past transgressions. Service providers and their officers, employees, agents and advisers shall observe the highest standards of ethics. IIBF shall reject a proposal, forfeit the EMD/PBG- and may debar the Service provider , without liability, if the Service provider engages, directly or indirectly, in any corrupt, fraudulent, coercive, undesirable or restrictive practice (as commonly defined in Government of India procurement, including cartelisation, misrepresentation, canvassing and conflict of interest) in the selection process or Contract performance.		No changes in RFP
78	SECTION 8 – TERMS AND CONDITIONS	72	8.17 Co-operation and Support; Right to Deny Entry; Representations	8.17 Co-operation and Support; Right to Deny Entry; Representations	Notwithstanding the aforesaid, any Services which are provided by SERVICE PROVIDER free of charge or are otherwise not chargeable shall be provided on an 'AS IS' basis without any warranties whatsoever. Each Party represents, warrants and covenants to the other that: (i) it is duly organized and validly existing and in good standing under the laws of the state of its incorporation or formation; (ii) it has the full right and authority to enter into and that this Agreement constitutes a legal, valid and binding obligation; and (iii) its execution, delivery and performance of this Agreement does not and will not conflict with, or constitute a breach or default under, its charter of organization, or any contract or other instrument to which it is a party. EXCEPT AS SET FORTH IN THIS CLAUSE, SERVICE PROVIDER MAKES NO WARRANTIES TO IIBF, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR DELIVERABLES PROVIDED HEREUNDER OR UNDER SCOPE OF WORK, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED BY SERVICE PROVIDER.		It will be discussed at the time of agreement.
79	SECTION 8 – TERMS AND CONDITIONS	73	8.20 Personnel; No Employer – Employee Relationship	All persons deployed by the Service Provider or its third party shall remain their employees/engagees for all purposes; nothing in the Contract creates any employer–employee relationship between IIBF and such persons, and the Service Provider shall indemnify IIBF against any claim to the contrary. The Service Provider shall pay wages/dues in time, comply with EPF/ESI and all labour enactments, replace any person whose continued deployment IIBF reasonably objects to, and ensure that all deployed personnel are trained	All persons deployed by the Service Provider or its third party shall remain their employees/engagees for all purposes; nothing in the Contract creates any employer–employee relationship between IIBF and such persons, and the Service Provider shall indemnify IIBF against any claim to the contrary . The Service Provider shall pay wages/dues in time, comply with EPF/ESI and all labour enactments, replace any person whose continued deployment IIBF reasonably objects to, and ensure that all deployed personnel are trained on their roles, examination-integrity duties, safety/evacuation procedures and conduct standards before every examination.		No changes in RFP
80	SECTION 8 – TERMS AND CONDITIONS	73	8.21 Audit, Inspection and Step-in Rights	Where an imminent threat to examination integrity is identified, IIBF may direct immediate remedial measures, drop a venue, or step in through another agency at the Service Provider's risk and cost, without prejudice to other remedies.	Where an imminent threat to examination integrity is identified, IIBF may direct immediate remedial measures, drop a venue, or step in through another agency at the Service Provider's risk and cost , without prejudice to other remedies. Any such audit shall be conducted expeditiously, efficiently, and at reasonable business hours after giving due notice to the Service Provider which shall not be less than 10 days. The cost of such audit shall be borne by IIBF. IIBF shall not have access to the proprietary data of, or relating to, any other Customer of Service Provider, or a third party or Service Provider's cost, profit, discount and pricing data. The audit shall not be permitted if it interferes with Service Provider's ability to perform the services in accordance with the service levels, unless IIBF relieves Service Provider from meeting the applicable service levels. IIBF will ensure that the auditor appointed to conduct the audit will not be the competitor of Service Provider and will be bound by confidentiality obligations through a separate NDA entered by such third party auditor.		No changes in RFP, as many of the examinations are held continuously every week.

81	SECTION 8 – TERMS AND CONDITIONS	73	8.23 Order of Preceden ce	In case of any conflict, the order of precedence shall be as stated in Annexure D1: the signed Agreement and schedules; the SLA; this RFP with corrigenda; the Letter of Intent; and the Service provider's proposal. Usage terms of the Service Provider's proprietary application system, if any, shall apply only to the extent expressly accepted by IIBF in the Agreement and shall not dilute IIBF's rights over examination data, audit and exit management under this RFP.	In case of any conflict or , inconsistency, between the provisions of the Agreement and the RFP, the provisions of the Agreement shall prevail. the order of precedence shall be as stated in Annexure D1: the signed Agreement and schedules; the SLA; this RFP with corrigenda; the Letter of Intent; and the Service provider's proposal. Usage terms of the Service Provider's proprietary application system, if any, shall apply only to the extent expressly accepted by IIBF in the Agreement and shall not dilute IIBF's rights over examination data, audit and exit management under this RFP.		No changes in RFP
82	SECTION 8 – TERMS AND CONDITIONS	74	8.24 Re- examination	The above shall be without prejudice to IIBF's right to levy applicable penalties, liquidated damages, recover losses, withhold payments, invoke the Performance Bank Guarantee, seek indemnification, terminate the contract, debar the Service Provider, or take any other action available under the RFP, contract or applicable law. Where the re-examination or re- conduct is necessitated solely due to a decision of IIBF and is not attributable, directly or indirectly, to any act, omission, failure, deficiency or non-compliance of the Service Provider, the cost of such re- conduct shall be borne by IIBF at the contracted rates, strictly on a pro-rata basis and only for the candidates/sessions actually re- conducted. The Service Provider shall be mandatorily required to conduct any such re- examination within thirty (30) calendar days from the originally scheduled examination date, or within such shorter timeline as may be directed by IIBF. Failure or inability of the Service Provider to conduct the re-examination within the stipulated timeline shall constitute a material breach of contract and shall attract additional penalties as specified in Section 9, without prejudice to any other rights or remedies available to IIBF.	The above shall be without prejudice to IIBF's right to levy applicable penalties, liquidated damages, recover losses, withhold payments, invoke the Performance Bank Guarantee, seek indemnification, terminate the contract, debar the Service Provider, or take any other action available under the RFP, contract or applicable law. Where the re-examination or re- conduct is necessitated solely due to a decision of IIBF and is not attributable, directly or indirectly, to any act, omission, failure, deficiency or non-compliance of the Service Provider, the cost of such re- conduct shall be borne by IIBF at the contracted rates, strictly on a pro-rata basis and only for the candidates/sessions actually re- conducted. The Service Provider shall be mandatorily required to conduct any such re-examination within thirty (30) calendar days from the originally scheduled examination date, or within such shorter timeline as may be directed by IIBF. Failure or inability of the Service Provider to conduct the re-examination within the stipulated timeline shall constitute a material breach of contract and shall attract additional penalties as specified in Section 9, without prejudice to any other rights or remedies available to IIBF.		No changes in RFP

83	Annexure E6 – Declaration for Acceptance of RFP Terms and Conditions	87	Annexure E6 – Declaration for Acceptance of RFP Terms and Conditions	We hereby certify that we have read the entire terms and conditions of RFP No. IIBF/EXAM RFP-2/2026-27 (including all sections, annexures and corrigenda), which shall form part of the Contract, and we unconditionally accept the same in totality. We further declare that our firm has not been blacklisted by any Central/State Government or PSU or autonomous body for any examination-related activity as on the date of submission, and that all information furnished is true and correct; if found otherwise, IIBF may summarily reject our bid or terminate the Contract, forfeiting the EMD/PBG, without prejudice to other rights and remedies.	We request IIBF to modify the point as: We hereby certify that we have read the entire terms and conditions of RFP No. IIBF/EXAM RFP-2/2026-27 (including all sections, annexures and corrigenda), which shall form part of the Contract, and we unconditionally accept the same in totality subject to suggestions submitted. We further declare that the best of our knowledge our firm has not been blacklisted by any Central/State Government or PSU or autonomous body for any examination-related activity as on the date of submission, and that all information furnished is true and correct the best of our knowledge; if found otherwise, IIBF may summarily reject our bid or terminate the Contract, forfeiting the EMD/PBG, without prejudice to other rights and remedies	We request IIBF to accept the bid with suggestions for the betterment of the exam process.	We hereby certify that we have read the entire terms and conditions of RFP No. IIBF/EXAM RFP-2/2026-27 (including all sections, annexures and corrigenda), which shall form part of the Contract, and we unconditionally accept the same in totality. We further declare that to the best of our knowledge our firm has not been blacklisted by any Central/State Government or PSU or autonomous body for any examination-related activity as on the date of submission, and that all information furnished is true and correct to the best of our knowledge; if found otherwise, IIBF may summarily reject our bid or terminate the Contract, forfeiting the EMD/PBG, without prejudice to other rights and remedies.
84	Annexure E7 – Declaration for Acceptance of Scope of Work	88	Annexure E7 – Declaration for Acceptance of Scope of Work	We confirm that we have studied and understood the complete Scope of Work in Section 3 of the RFP, including the pre-examination, during-examination and post-examination deliverables, the SLA framework in Section 7, the data- accountability provisions in Clause 8.6 and the penalty regime in Section 9, and we unconditionally accept the same.	We request IIBF to modify the point as: We confirm that we have studied and understood the complete Scope of Work in Section 3 of the RFP, including the pre-examination, during-examination and post-examination deliverables, the SLA framework in Section 7, the data- accountability provisions in Clause 8.6 and the penalty regime in Section 9, and we unconditionally accept the same subject to suggestions submitted.	We request IIBF to accept the bid with suggestions for the betterment of the exam process.	No changes in RFP
85	Annexure E8 – Format Power of Attorney	89	Annexure E8 – Format Power of Attorney	Annexure E8 – Format Power of Attorney	As a very large organization, our policy does not allow for the creation of POA for individual projects. We have a standard POA for all authorized signatories processed every year.	NA	Existing POA would suffice provided it satisfies the conditions mentioned in Annexure 8 of the RFP

86	Annexure E9 - Other Undertakings (Clean Track, No Blacklisting, Conflict of Interest)	90	Annexure E9 - Other Undertakings (Clean Track, No Blacklisting, Conflict of Interest)	We are not currently blacklisted/debarred by any Central/State Government, PSU or autonomous body for exam-related activities; neither we nor our promoters/directors are subject to any insolvency/bankruptcy proceedings before the NCLT or any other authority; and we are not under any declaration of ineligibility for corrupt or fraudulent practices. We accept absolute data accountability under Clause 8.6 and the penalty regime under Section 9.	Annexure E9 - Other Undertakings (Clean Track, No Blacklisting, Conflict of Interest) 3. We are not currently blacklisted/debarred by any Central/State Government, PSU or autonomous body for exam-related activities; neither we nor our promoters/directors are subject to any insolvency/bankruptcy proceedings before the NCLT or any other authority; and we are not under any declaration of ineligibility for corrupt or fraudulent practices as on the date of bid submission . 5. We accept absolute data accountability under Clause 8.6 and the penalty regime under Section 9 subject to suggestions . 6. We shall abide by this bid for 180 days from bid opening; we shall sign the Contract and furnish the PBG within 30 15 days from the date of signing of the Contract of the Letter of Intent ; and we are participating as a single entity.	NA	No changes in RFP other than deletion of "Promoters" from the clause.
87	Annexure E10 - Non-Disclosure Agreement	91	Annexure E10 - Non-Disclosure Agreement	Annexure E10 - Non-Disclosure Agreement Term: These obligations remain in force during the engagement and for 5 years thereafter, and perpetually for candidate personal data, biometric data, question banks/papers and security credentials. Nothing in this NDA grants any licence or IPR. Governing law: India; exclusive jurisdiction: Mumbai courts, subject to the arbitration clause of the Contract.	Annexure E10 - Non-Disclosure Agreement Term: These obligations remain in force during the engagement i.e. term of the Agreement and for 5 2 years thereafter, and perpetually for candidate personal data, biometric data, question banks/papers and security credentials. Nothing in this NDA grants any licence or IPR. Governing law: India; exclusive jurisdiction: Mumbai courts, subject to the arbitration clause of the Contract.		No changes in RFP
88	Annexure T3 - Declaration Regarding Clean Track Record	99	Annexure T3 - Declaration Regarding Clean Track Record	Annexure T3 - Declaration Regarding Clean Track Record I have carefully gone through the Terms and Conditions contained in the above referred RFP. I hereby declare that my company is not under a declaration of ineligibility / banned / blacklisted/ debarred by any State or Central Government / Central or State Government Department/Undertaking or any other Government Institutions / Autonomous Bodies currently in India or abroad. I further certify that I am competent officer in my company to make this declaration	Annexure T3 - Declaration Regarding Clean Track Record I have carefully gone through the Terms and Conditions contained in the above referred RFP. I hereby declare that my company is not under a declaration of ineligibility / banned / blacklisted/ debarred by any State or Central Government / Central or State Government Department/Undertaking or any other Government Institutions / Autonomous Bodies currently in India as on the date of bid submission . or abroad . I further certify that I am competent officer in my company to make this declaration. 3. We understand that suppression of facts shall lead to rejection/termination. and- forfeiture of EMD/PBG .	NA	No changes in RFP other than the deletion of "or abroad" from the clause

89	Additional clause			1. Processing Norms IIBF and SERVICE PROVIDER acknowledge and agree that the provision of Services under this Agreement may require SERVICE PROVIDER to interact with the IIBFs and suppliers of IIBF relating to the Services as special agent for and on behalf of the IIBF and/or to process transactions, in accordance with the general or special guidelines, norms and instructions ("Processing Norms") provided and / or validated and / or accepted by IIBF and agreed by the Parties. Candidate data including but not limited to Personal Data, images of the candidate shall belong to the IIBF, with SERVICE PROVIDER being a data processor for the IIBF. SERVICE PROVIDER shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and SERVICE PROVIDER shall incur no liability for claims, loss or damages arising as a result of SERVICE PROVIDER's compliance with the Processing Norms. IIBF agrees to indemnify, defend and hold SERVICE PROVIDER and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions or proceedings and damages, liabilities, costs and expenses, including but not limited to reasonable attorney's fees and expenses, incurred or suffered by SERVICE PROVIDER arising out of or resulting from SERVICE PROVIDER' compliance with Processing Norms. Further, IIBF shall be responsible for all activity occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or Personal Data. It is agreed between the parties that the IIBF shall represent and front end any investigation, enquiry or any similar actions by any agency, regulator or authority being owner of such outsourced activity and SERVICE PROVIDER will provide whatever reasonable support that may be necessary for the purpose of facilitating any such requirement of the regulator or investigation agencies. IIBF shall indemnify and keep SERVICE PROVIDER indemnified for any loss, damages, claims, penalties, cost and expenses including but not limited to reasonable attorney's fees, in the event SERVICE PROVIDER is exposed to any such investigation, enquiry or any similar proceedings.		Not accepted
90	Additional clause			2. Usage of Third-Party Service Providers. SERVICE PROVIDER shall have the right to use third party service providers for certain services under the Agreement.		Please refer clause 8.11 page no. 71

	Additional clause			3. USE TERMS for SERVICE PROVIDER Application System (SERVICE PROVIDER proprietary) 1. DEFINITIONS The following capitalized terms shall have the meaning set forth below for all purposes of this Use Terms: "Target Environment" shall mean Services Environment or IIBF Environment, with respect to each component of the SERVICE PROVIDER Application System. "Services Environment" has the meaning ascribed to it in the Agreement. "IIBF Environment" has the meaning ascribed to it in the Agreement. "Use" means using and/or accessing the SERVICE PROVIDER Application System by the Authorized Users, whether it is installed on IIBF Environment or on the Services Environment, for the purposes of executing, processing, transmitting, transferring, loading and storing of data in connection with the Services rendered by the SERVICE PROVIDER under this Agreement, in terms of this Use Terms. All other capitalized terms used herein but not defined above, shall have the meaning ascribed to them in the Agreement.		Please refer clause 8.23 page no. 74
92	Additional clause			2. USAGE RIGHTS AND RESTRICTIONS 2.1 Usage rights. (i) Subject to the terms and conditions set forth in this Use Terms, effective upon the installation of the SERVICE PROVIDER Application System by SERVICE PROVIDER or upon SERVICE PROVIDER permitting access to IIBF of the SERVICE PROVIDER Application System through any means, SERVICE PROVIDER hereby grants to IIBF the right to Use as specifically permitted under this Use Terms and to permit Authorized Users to Use the SERVICE PROVIDER Application System during the Agreement for Contract Term. The forgoing does not (a) authorize installation of the SERVICE PROVIDER Application System other than on Target Environment, (b) permit Use of the SERVICE PROVIDER Application System for any purpose other than as permitted under this Use Terms, or (c) permit Use of the SERVICE PROVIDER Application System to any Person other than Authorized User. Any extension or change of the contractual use of the SERVICE PROVIDER Application System requires SERVICE PROVIDER' prior written consent and authorization. IIBF is responsible to ensure compliance with all usage restrictions and other applicable terms and conditions of this Use Terms by each Authorized User. Any breach or non-compliance of the terms and conditions of this Use Terms by any Authorized User shall be deemed to be a breach or non-compliance by IIBF. IIBF will indemnify and defend the SERVICE PROVIDER in respect of any breach of this Use Terms to the extent that such breach arises from any act (or failure to act) by the Authorized Users. (ii) The usage rights granted herein and the provisions of this Use Terms do not grant or convey to IIBF any ownership rights and interest or title in or to the SERVICE PROVIDER Application System any Intellectual Property Rights therein nor do they permit IIBF to make derivative works or to make copies of the SERVICE PROVIDER Application System. To the extent that SERVICE PROVIDER Application System consists of any software codes, such material, when delivered to IIBF pursuant to this Use Terms, shall be delivered by SERVICE PROVIDER in Object Code form only and IIBF shall not have any right or license with respect to the Source Code or data base design of the SERVICE PROVIDER Application System.		It will be discussed at the time of signing at the time of agreement.

93	Additional clause				2.2 Proprietary and Confidentiality Markings or Notices. IIBF shall retain all of SERVICE PROVIDER's and/or its licensors' Logo, Trademark, Copyright notice and other proprietary markings or notice on the SERVICE PROVIDER Application System. IIBF shall not, permit any Authorized Users or other persons to, remove, alter or otherwise render illegible any of SERVICE PROVIDER's Logo, Trademark, Copyright notice or other proprietary or confidentiality markings that may be placed on the SERVICE PROVIDER Application System or components thereof provided to IIBF hereunder. IIBF shall not remove or alter SERVICE PROVIDER's and/or its licensors' Logo, Trademark, Copyright notice and other proprietary markings or notice on all copies of the SERVICE PROVIDER Application System or any part thereof including the documentation.		It will be discussed at the time of signing at the time of agreement, to ensure similar clauses are applicable to the service provider also
94	Additional clause				2.3 Restrictions on Copying. Copying of the SERVICE PROVIDER Application System is prohibited except with SERVICE PROVIDER's prior written consent and authorization. Neither IIBF nor any Authorized User is authorized to sell, license, sublicense, distribute, assign, transfer or distribute or timeshare the SERVICE PROVIDER Application System or otherwise grant any right under this Use Terms to any third party (other than Authorized Users). Any attempted sale, licensing, sublicensing, distribution, marketing, assignment or time sharing including by interactive cable or remote processing services or otherwise shall be null and void. IIBF is not entitled to, and shall not make or permit others to, reverse engineer, disassemble, de-compile, recreate, enhance or modify the SERVICE PROVIDER Application System or any part thereof or to create enhancements to or derivative works of the SERVICE PROVIDER Application System or any portions thereof.		It will be discussed at the time of signing at the time of agreement, to ensure similar clauses are applicable to the service provider also
95	Additional clause				2.4 Trademarks. IIBF will have no rights in any trademarks or service marks or trade names adopted by the SERVICE PROVIDER and/or its licensors for the SERVICE PROVIDER Application System or any part thereof.		It will be discussed at the time of signing at the time of agreement, to ensure similar clauses are applicable to the service provider also
96	Additional clause				2.5 Breach. Should the SERVICE PROVIDER Application System be Used beyond the Use rights by Authorized Users as set out in this Section 2, SERVICE PROVIDER shall notify IIBF in writing requiring IIBF to cure the breach of Use Terms and if IIBF does not cure such breach within 10 days (or such other period that the SERVICE PROVIDER may permit upon IIBF's request), of receipt of written notice from SERVICE PROVIDER then SERVICE PROVIDER shall be entitled to terminate the Use rights granted hereunder in respect of such SERVICE PROVIDER Application System, without prejudice to any other rights or remedies SERVICE PROVIDER may have under this Use Terms or otherwise.		Not accepted

97	Additional clause				3. OWNERSHIP AND PROPRIETARY RIGHTS IIBF acknowledges and agrees that SERVICE PROVIDER does and will continue to own all Intellectual Properties and Intellectual Property Rights in or attached to the SERVICE PROVIDER Application System, including without limitation, in or attached to any enhancement and upgrades and any derivative works thereof even if made for, by or on behalf of IIBF. Nothing contained herein shall be construed as a transfer, assignment or conveyance by SERVICE PROVIDER to IIBF of the ownership or title to the Intellectual Property or Intellectual Property Rights in or attached to the SERVICE PROVIDER Application System or any enhancements, upgrades or derivative works thereof.		Not accepted
98	Additional clause				4. MISCELLANEOUS In the event of any conflict between the provisions of this Use Terms and those in the Agreement for Services or the Agreement, notwithstanding any contrary provision anywhere else, IIBF and SERVICE PROVIDER specifically agree and acknowledge that the provision of this Use Terms will prevail with respect to the SERVICE PROVIDER Application System.		Please refer clause 8.23 page no. 74
99				Tender Submission Date	We request that post release of the Pre-bid Queries response –Vendors be given 7-10 working days to work on the Tender documents –hence to please extend the submission date accordingly in case of a delay in release of the Pre-bid queries Response		Last date and time of submission of Proposals - to be re-scheduled on 11th September 2026
100				Credit period	The customer shall pay all undisputed invoices within 30 days (or the credit period as negotiated by the business team) from the date of invoice. In case the customer does not pay the undisputed amounts within 30 days (or the credit days agreed), the same shall be constituted as an EVENT OF DEFAULT by customer. A notice of EVENT OF DEFAULT will be issued with a cure period of 15 calendar days (this is to be included only if there is a cure period made available to us for our EVENT OF DEFAULT) and in the event the EVENT OF DEFAULT is not cured within the cure period given , the service provider has a right to terminate the contract without any further notice.		PI refer clause 8.5 - Point (3) - 30 days changed to 30 working days

101				Submission , EMD and Tender fees	Please confirm that there is no Tender fees? We request to please allow bidders to submit a Bid Declaration form instead of the EMD amount Currently all Tenders are submitted online instead of Offline mode - we request to pl consider at least Email Submission		No tender fees. EMD or BG to be submitted. Technical bid documents to be submitted in the sealed cover along with soft copy data stored in flash drive.
102		127		Price Bid format	We assume that the Rate per candidate allotted is for 2 hours exam session, rate quoted would be Per Scheduled candidate per session, per stage Admit card issued – pl confirm We assume that the Rate quoted will be without Covid Precautions - this would be chargeable extra if incurred We assume that GST would be quoted extra as this is a multi year contract - any hike in the rate would be accordingly borne by the client		The rate to be provided is per candidate per 2 hr exam. The rate quoted shall be the basic amount excluding GST For covid precautions, terms will be decided based on the Government guidelines applicable at such time.
103		127		Jammers Installation	As per the GOI Policy on Jammers - we request that IIBF get the requisite permission from the required authorities and also place the order for the Jammers as Secretary (Security), Cabinet Secretariat is the nodal authority for granting permission/clearance for procurement of jammers. Private sector organizations cannot lease, buy, possess, or use signal jammers		Requirement of Jammers is not currently in our scope. However, the details will be mutually discussed at the time of implementation as and when required in the future.
104	Sr,5	8		Valid CMMI Level 5 for Service= 2 Valid CMMI Level 5 for Development= 2	Request to please add the following verification proof : Bidder should provide proof of CMMI Certification showing the Screen shot from : https://cmmiinstitute.com/learning/appraisals/results		Bidders are required to submit the certificate to IIBF for verification.

105		106-125		Proforma T10 to T11	We assume that these are only for Vendors reference and not submission		These format are for submission by the successful Service provider post each exam and not as a part of RFP documents
106		132		Annexure F1	We request to please change this to :No. of centers owned/ Leased by Service Provider		Please refer Corrigendum dated 17.08.2026 - clause 6.2.1
107		90		Annexure E9 - Other Undertakings	Regarding the point related to obtain the UIDAI audit and all compliances for Aadhaar-based authentication - please note that IIBF would have to provide the API and vendor would handle the API Integration for Aadhaar Verification		Requirement of Aadhar based authentication is not currently in our scope. However, the details will be mutually discussed at the time of implementation as and when required in the future.
108		91		Annexure – E10 NON-DISCLOSURE AGREEMENT	PI confirm all vendors have to submit this NDA or only the Winning Bidder		This will only be required to be submitted by successful bidder

109	6.2.1 Indicative Sub-Scoring Guidance	58		Tier-III or higher primary data centre with DR at a different seismic zone: Compliant setup = 2; Compliant setup with documented RTO/RPO, periodic DR drill evidence and scalability proof = 3	We assume that a self declaration on Letterhead will suffice to confirm the DR Drill Evidence and Scalability proof of the Data Centre - pl confirm		Yes
110	6.2.1 Indicative Sub-Scoring Guidance	59		Staff on rolls: 450 to 649 = 2; 650 to 850 = 3; 850 and above = 4. Evidence to be certified by CEO/HR Head with EPFO or equivalent statutory proof	Kindly consider revising "Staff on Rolls" to "Staff on Rolls / Regular Employees", including long-term employees dedicated to the organization but engaged under third-party payrolls		Long term contract employee should be on the rolls of the service provider.
111	5.2	54		Earnest Money Deposit: The EMD shall be forfeited if the Service provider withdraws or modifies its bid during the validity period, fails to sign the Contract, fails to furnish the Performance Bank Guarantee, or is found to have engaged in any Prohibited Practice under Section 8.15.	Request CLIENT to consider that the bidder shall be given an opportunity of making a representation and of a personal hearing before forfeiture of EMD.		Opportunity for representation and personal hearing shall be provided
112	8.4	68-69		Right to Withhold Payment Linked to Compliance	Request CLIENT to consider that the bidder shall be given an opportunity of making a representation and of a personal hearing before withholding payment linked to compliance.		Opportunity for representation and personal hearing shall be provided

113	8.6	69-70		Liability for Data — Service provider's Absolute Data Accountability	Request CLIENT to cap the total cumulative Liability of the successful bidder at 05% of the Invoice value for the particular service giving rise to such liability.		No changes in RFP
114	8.7	70		Limitation of Liability			
115	8.6.3	69		In case of non-fulfilment of the Service Provider's obligations leading to any data loss or noncompliance with event-based logging/data-saving requirements, the Service Provider shall indemnify IIBF to the extent of the loss suffered by IIBF.	Request CLIENT to cap the total cumulative Indemnity of the successful bidder at 05% of the Invoice value for the particular service giving rise to such indemnity.		
116	8.8	70		Performance Bank Guarantee The successful Service provider shall furnish, within 15 days of the Letter of Intent/award, an irrevocable and unconditional Performance Bank Guarantee from a scheduled commercial bank equal to 10% of the estimated contract value, valid for the Contract period plus a claim period of 12 months, in the format prescribed by IIBF (see Annexure E11 pattern).	As per Std Govt of India Policy request to please reduce this to 3-5% of the Contract value		We can accept for 5% of the estimated contract value.

117	8.8	70		Performance Bank Guarantee: IIBF may invoke the PBG for non-performance, SLA default, data non-delivery or any loss caused to IIBF.	Request CLIENT to consider the following: i) The bidder shall be given an opportunity of making a representation and of a personal hearing before forfeiture of PBG. ii) The cause for failure to discharge the contractual obligation or negligence should be directly & solely attributable to the successful bidder. iii) The successful bidder shall be given a cure period of 30 days to rectify the breach. iv) The selected bidder shall only be liable for the work carried on its own accord. In no event shall the selected bidder be liable for invocation of the Performance Guarantee for any recovery of damages, direct losses or additional liability, if incurred due to completion of work by another agency. v) The Client shall, within fifteen (15) days of the expiry of the Performance Bank Guarantee, return the original hardcopy of the PBG to the Service Provider, along with a Discharge Letter addressed to the issuing Bank.		v) The Client shall, within fifteen (15) days of the expiry of the Performance Bank Guarantee, return the original hardcopy of the PBG to the Service Provider, along with a Discharge Letter addressed to the issuing Bank. - This can be considered
118	9	75-79		Penalties and Liquidated Damages	Request CLIENT to consider the following: i)The total cumulative Penalty and Liquidated Damages imposed on the bidder shall not exceed 05% of the total invoice of the particular service of the respective Order for which the penalty arises. ii)CLIENT shall raise its concerns or objections to the Bidder/Service Provider within 30 days of the services provided. CLIENT shall not impose any penalty/ damages on the Service Provider if no objections are raised within the stipulated period. iii)The Bidder shall be given a cure period of 30 days to rectify/remedy any defaults / defects / shortcomings penalty before imposition of any penalty. iv)Any penalty/ damages shall be for proven defaults, solely and directly attributable to the bidder. v)The Penalty/ damages shall be levied only if there is any deviation from the SOP, which, upon the award of the contract, both parties shall prepare in detail for provision of services and which shall form a part of the Agreement. vi)The bidder shall be given an opportunity of making a representation and of personal hearing before final imposition of penalty. vii)An escalation matrix should be mutually decided between both the parties. viii) We request the client to revise the amount of penalty as per industry standards.		No changes in RFP. However, the following point considered vi)The bidder shall be given an opportunity of making a representation and of personal hearing before final imposition of penalty.

119				Opportunity of Personal Hearing	Request CLIENT to consider the following: The service provider shall be provided an opportunity of personal hearing/ Representation to represent the facts before imposition of any penalty/liability.		Opportunity for representation and personal hearing shall be provided
120	8.10.1	71		The Service provider and its personnel shall treat all documents, data and information as private and confidential, during and after the Contract, and shall execute the Non-Disclosure Agreement at Annexure E10. The Service provider shall not disclose any examination data to unauthorised parties at any stage and shall preserve the sanctity of the examination. Breach of confidentiality by the Service provider or its personnel shall render the Service provider liable in law and in contract	Request the CLIENT to consider the following in addition to the clause: Either party shall hold in confidence all confidential information obtained, received from the other and shall not disclose the same to any third party without prior written consent of the other, during the term of this Agreement and for a period of two (2) years from the date of termination and/or expiry of this Agreement. Further, unless prior written consent of the either party is obtained, the other Party shall not use the above-mentioned information for any purpose other than the purpose contemplated under this Agreement.		To be read with clause 8.9 of the RFP
121	8.14	72		Indemnity	Request CLIENT to cap the total cumulative Indemnity of the successful bidder at 05% of the Invoice value for the particular service giving rise to such indemnity.		No changes in RFP
122	8.12.1	71		Termination for default	Request CLIENT to consider the following: i) The bidder shall be given an opportunity of making a representation and of a personal hearing before termination and forfeiture of pbg. ii) The cause for failure to discharge the contractual obligation or negligence should be directly & solely attributable to the successful bidder. iii) The successful bidder shall be given a cure period of 30 days to rectify the breach.		No change in RFP clauses. However, opportunity of making a representation and of a personal hearing before termination and forfeiture of pbg will be given.

123	8.12.1	71		Termination for default: IIBF may procure the services elsewhere at the Service Provider's risk and cost;	Request the CLIENT to consider the following in addition to the clause: The costs for completion of the work shall not exceed the value of the contract for the examination/service. The service provider shall not be liable for any risks that arise from the work carried out by any other Agency.		No changes in RFP
124	8.12.3	71		Termination for Convenience	Request CLIENT to consider the following: Each party shall reserve the right to terminate the contract for reason of convenience by giving a written notice of not less than 90 days to the other party.		No changes in RFP However we will add below terms: IIBF reserves the right to terminate the Contract. Additionally, either party may terminate the Contract if: 1. the other party commits a material breach of its contractual obligations; or 2. bankruptcy or insolvency proceedings are initiated against the other party.
125	8.12.4	71		Suspension	Request CLIENT to consider the following: i) The bidder shall be given an opportunity of making a representation and of a personal hearing before suspension. ii) The cause for failure to discharge the contractual obligation or negligence should be directly & solely attributable to the successful bidder. iii) The successful bidder shall be given a cure period of 30 days to rectify the breach.		No changes in RFP
126	8.13	72		If a Force Majeure Event continues for more than 30 days, IIBF may terminate the Agreement by written notice, without liability, subject to exit-management obligations.	Request CLIENT to consider the following: If the Force Majeure condition in question prevails for a continuous period of one (1) month, the parties affected by such condition shall enter into bona fide discussions with a view to alleviating its effect on this Agreement by agreeing to such alternative agreement as may be fair and reasonable.		Can be accepted

127	3.1 A2 4	20		Upon approval, the Service Provider shall generate a candidate-specific one-time password with defined expiry time for enabling login on the approved buffer node	We assume that equally stringent process for changing of candidate's randomly allotted seat will also suffice the requirement, kindly confirm		Bidders to present the solutions during technical presentation and demonstration
128	3.1 A3 1 i	21		Export/import of data in XLS/XML/JSON (should support questions with table and symbols).	We assume supporting data upload in XLS or XLXS format will suffice the requirement, kindly confirm		ok, however, test engine supporting JSON will be required from the Service provider/providers.
129	3.1 A3 2 b	22		The test engine shall provide facility to upload QB/QP data, including text, images, symbols and other required content, in XLS, JSON, XML or any other format prescribed by IIBF.	We assume supporting data upload in XLS or XLXS format will suffice the requirement, kindly confirm		ok, however, test engine supporting JSON will be required from the Service provider/providers.
130	3.1 A3 2 j	22		The dummy/test candidate login facility shall be disabled immediately after completion of checking/validation and before the live examination.	We assume providing this option only locally in the content lab setup will suffice this requirement, kindly confirm		Yes

131	3.1 A3 2 o	23		The Service Provider shall provide encrypted API integration with IIBF's Authoring Tool/Question Bank software for secure transfer of QB files from the Authoring Tool to the test engine deployed at IIBF Corporate Office / Question Bank Department.	Integration for transfer of data is subject to technical feasibility and would need to be discussed & mutually agreed.		The clause may be amended as "The Service provider to preferably provide encrypted API integration with IIBF's Authoring Tool/Question Bank software for secure transfer of QB files from the Authoring is subject to technical feasibility and would need to be discussed & mutually agreed"
132	3.1 A3 3 d	23		The Central Server shall support configurable, automated, and system-driven approval workflows for examination activities, requests, and access controls as defined by IIBF from time to time.	We assume that requirement of these system will be discussed and mutually decided and then implemented		It will be mutually decided.
133	3.1 A4 5 a	28		Transfer of encrypted QB files from the IIBF standalone server to the Service provider's central servers 45 mins prior to each examination session.	We assume providing this feature via alternate solution will be acceptable subject to its meeting the security requirements		Bidders to present the solutions during technical presentation and demonstration
134	3.1 A11 1	37		Attendance and biometric (photograph/ finger impression) handling/ authentication (AADHAAR based if required in future)	We assume for Aadhaar based verification IIBF will be providing the API as same will need to be integrated with vendors verification system, hence timeline for the same will need to be mutually decided between Vendor and IIBF		Requirement of Aadhar based authentication is not currently in our scope. However, the details will be mutually discussed at the time of implementation as and when required in the future.

135	3.1 B2 2	40		The solution shall encompass multi-modal biometrics, fingerprint, and face biometric, and shall capture fingerprint and photograph of each candidate and scribes appearing with PwD candidates at both entry and exit. The photograph captured shall be matched with the photograph on the admit card/registration database using AI/ML, and mismatch cases shall be shared with IIBF in real time.	We assume capturing both finger print and photograph and additionally also verifying the captured photograph with registration photo with system based verification will suffice the requirement, kindly confirm		Clause modified as below: The solution shall encompass multi-modal biometrics, fingerprint, and face photograph, and shall capture fingerprint and photograph of each candidate and scribes appearing with PwD candidates at entry and biobreaks. The photograph captured shall be matched with the photograph on the admit card/registration database using AI/ML, and mismatch cases shall be shared with IIBF in real time.
136	3.1 B2 4	40		The solution shall be capable of Aadhaar-based biometric authentication (if applicable, as and when mandated by IIBF in future) and the Service provider shall be responsible for obtaining the UIDAI audit and all other compliances relating to Aadhaar-based authentication (if applicable, as and when mandated by IIBF in future).	We assume IIBF will provide APIs via their AUA for such integration, audit can be done post IIBF providing the API and vendor integrating them		Mutually decided when implemented
137	3.1 B4 2	43		At registration, the scribe's details shall be verified against the scribe approval letter/email and against the scribe's original government-issued photo identity document, and the scribe shall additionally undergo biometric capture (fingerprint and face with liveness detection) as the candidate;	Request to clarify will the scribe photo be also provided in the registration data to perform scribe's photo matching on the day of exam, kindly confirm		Yes, scribe photos will be provided by IIBF
138	3.2	48		Question or Answer-key challenge management	Does the vendor need to host portal after each examination for inviting any answer key or question challenges from candidates, kindly confirm		This point is deleted from the RFP

139	A.4.4	28		It should have the feature of administering the "Question without Answer option" (numeric questions), where candidate will not be provided any options (no choice for answer), candidate has to key in the answer	We assume this requirement is for numeric type or short answer (single word) type questions and not for lengthy subjective responses. If the requirement is for lengthy subjective responses, the logic must be provided by the client.		Requirement is for numeric type or short answer only
140	A.10.11	37		the Service provider shall retain a copy for the contract period as directed by IIBF, with one copy on secure cloud storage	We request that the mentioned clause should be modified as per below: the Service provider shall retain a copy for the for a period of 6 months after the examination is completed and purged subsequently post approval from IIBF		No changes in RFP
141	C.6	44		CCTV recordings shall be submitted on hard disk drives, appropriately mapped per candidate/room, no later than a week from the date of request.	The timelines for all the examination related activities to be mutually discussed and agreed upon. CCTV recordings will be provided over a secured cloud storage link instead of SSD or pen drive		No changes in RFP
142	C.11	45		The Service provider shall archive results and other examination data for the period of the contract as custodian from declaration of results, preserve server/firewall log files for the period of the contract, keep results and information accessible online for the period of the contract (or as specified by IIBF), provide documented support for candidate police/court queries in case of UFM, and provide candidate	We request you to kindly modify the clause as below i. We proposed that Examination data will be archived for a period of 1 year instead of overall contract period ii. The CCTV recordings will be handed over to the client within mutually agreed timelines and subsequently purged. However, CCTV footage of candidates booked under Unfair Means (UFM) will be retained and archived for a period of three (3) years.		No changes in RFP

143	C4	96		Centralised Monitoring Centre with automated instant alerts (interruptions, idle nodes, unusual activity), live CCTV wall, and trained operators for the full exam window	We request you to provide clarification on this point		Centralised Monitoring system to be made available Vendors for live monitoring of the examination
144	3.1 A3 1 r	21		For flagship exams the question bank and answer key shall be pushed separately. The answer key shall be pushed to the Central Server only 30 minutes prior to the completion of the respective examination session, in a secure and encrypted manner as per IIBF's instructions.	Feature Currently not present in AEXOD		Feature required to strengthen the security of the QP Bidders to present the solutions during technical presentation and demonstration
145	3.1 A2 4	20		OTP-based seat/node reassignment controls	We don't have OTP based login in case of seat change, its regular login only		No changes in RFP. Individual seat change if approved or permitted will be through OTP and only applicable for the seat change of that candidate.
146	Corrigendum - 6.2.1 Indicative Sub-Scoring Guidance	8	Sr. 5 Service provider profile (12) -	CMMI and ISO maturity: Valid CMMI Level 3 = 1 service Valid CMMI Level 3 = 1 development; Valid CMMI Level 5 = 2 service Valid CMMI Level 5 = 2 development; ISO/IEC 20000-1 in addition to mandatory ISO 9001 and ISO/IEC 27001 = 1	Request to modify this clause as below: Valid CMMI Level 3 = 2 service / development; Valid CMMI Level 5 = 3 service / development; ISO/IEC 20000-1 in addition to mandatory ISO 9001 and ISO/IEC 27001 = 2	CMMI Level 3 is widely recognized for process maturity in software development/service delivery. It is requested to allow CMMI Level 3 with appropriate marks and retain higher marks for CMMI Level 5. Further, ISO/IEC 20000-1 may be awarded additional marks as it demonstrates established IT Service Management capability.	No changes in RFP

147	Corrigendum - 6.2.1 Indicative Sub-Scoring Guidance	8	Sr. 5 Service provider profile (12) -	Financial strength: Average annual turnover of INR 100 crore to INR 200 crore = 2; More than INR 200 crore = 3	Request to reduce the Average Annual Turnover as below: INR 100 Crore to INR 150 Crore = 2; More than INR 150 Crore = 3	To encourage wider participation and healthy competition, it is requested to reduce the turnover threshold, as capable and experienced bidders may have strong technical and financial capabilities despite having a lower turnover.	Please refer Corrigendum dated 17.08.2026 - clause 6.2.1
148	Corrigendum - 6.2.1 Indicative Sub-Scoring Guidance	8	Sr. 4 Infrastructure (13)	Valid CERT-In Safe-to-Host certificate not older than 12 months and demonstrated operational command/monitoring centre: Certificate = 2; Command centre demonstration = 2	Request to kindly elaborate on the required proof/documents to be submitted for "Command Centre Demonstration," including the acceptable evidence and evaluation criteria.		Command center has to be demonstrated during the technical demonstration and presentation. Command center requirement are as per the clause A.3.7
149	SECTION 3 – SCOPE OF WORK	22	3.1 / A.3(2)(I)-(K)	Dummy/test candidate login shall allow IIBF to verify content, rendering, images, answers and marks; it shall be disabled before live examination.	Kindly clarify the justification and security controls for providing dummy/test candidate login access to examination content, including answers and marks, considering the risk of content exposure or leakage prior to the live examination.		The dummy/test candidate login is required to ensure that content/images of the questions are displayed properly and other navigation features of the exam screen are functioning in intact
150	SECTION 3 – SCOPE OF WORK	20	3.1 / A.2(3)	Candidate may appear only at predetermined date/time/venue after identity/admit-card/photo-ID verification and AI/ML face matching.	Kindly clarify the acceptable face-match threshold, retry mechanism and fallback process where face matching fails due to lighting, camera quality, ageing of photograph or genuine candidate mismatch.		Please refer clause B.2 Page 40 of the RFP. Threshold will be discussed during implementation after thorough testing of the mechanism available with the vendor

151	Exam Functionaries	35	12	The IT Manager and any person handling the venue server, question-paper decryption or response data shall be an employee on the rolls of the Service Provider.	Kindly confirm whether long-term contractual personnel exclusively engaged and operating under the Service Provider's direct control and supervision may be considered acceptable for this requirement.		For long term contract employee should be on the rolls of the service provider.
152	Exam Functionaries	36	A.9(8)	The Service Provider shall be responsible for installing signal jammers if required and mandated in future during the exam day as well as the mock day.	Kindly confirm whether signal jammers are currently within the scope . If introduced during the contract, kindly confirm whether the equipment, regulatory approvals, installation, manpower and recurring operational costs will be treated as additional/change-of-scope requirements .		Requirement of Jammers is not currently in our scope. However, the details will be mutually discussed at the time of implementation as and when required in the future.
153	A. 4 Question Paper Management	27	2	The application should have a facility for customized report like data summary.	Kindly clarify the types of reports and parameters expected for customization, such as date-wise, centre-wise, examination-wise and candidate-wise reports, and whether PDF/Excel export functionality is required.		Post upload of the QP onto the test engine, the summary report of the paper to include details like no. of questions uploaded, case based questions, Questions Without Options, images etc. Excel export functionality is required
154	A. 4 Question Paper Management	28	4.J	The application should have facility of virtual keyboard (English only) required along with physical keyboard.	Kindly confirm whether a standard English on-screen keyboard will suffice and whether the functionality is required to be enabled for all candidates or only on demand .		Standard virtual keyboard enabled for all candidates

155	5.2 Earnest Money Deposit (EMD)	30	5.2.3	The EMD shall be forfeited if the Service provider withdraws or modifies its bid during the validity period, fails to sign the Contract, fails to furnish the Performance Bank Guarantee, or is found to have engaged in any Prohibited Practice.	We suggest that before forfeiture of the EMD, the bidder shall be provided a reasonable notice to show cause why the EMD should not be forfeited along with a fair hearing and an opportunity to cure any defect.		Opportunity for representation and personal hearing shall be provided
156	SECTION 4 – ELIGIBILITY CRITERIA	52	5	The Service provider should have successfully conducted CBTs in a single day, in a single session, on an all-India basis in 100 or more cities covering at least 20 States/UTs, during the preceding 3 calendar years.	Kindly confirm whether the preceding 3 calendar years shall be considered as the period from 01.01.2023 to 31.12.2025 . Further, considering the experience requirements under other eligibility criteria, we request that the experience period be extended from 3 calendar years to 5 calendar years .		No changes in RFP
157	SECTION 4 – ELIGIBILITY CRITERIA	52	7	The Service provider should have a minimum of 450 staff on its rolls. The organization should have in-house 50 technical personnel to maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software Certification by CEO/HR Head with EPFO evidence.	Request you to kindly change the clause as “The Service provider should have a minimum of 250 staff on its rolls. The organization should have in-house 50 technical personnel to maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software.”		No changes in RFP
158	Sr. 4 Infrastructure (13)	58	6.2.1	Certified owned nodes with city-wise vetted list: Upto 10,000 nodes = 1 10,001 to 50,000 nodes = 2 Above 50,000 =3	With reference to the requirement of “ Certified owned nodes with city-wise vetted list ”, kindly clarify whether nodes available under long-term contractual arrangements/agreements with the bidder , with assured availability for the required examination period and supported by valid contractual documentation, may also be considered as owned nodes for the purpose of evaluation and award of marks. This is requested as most examination agencies conduct examinations using long-term contracted/leased centres rather than exclusively owned infrastructure.		Please refer Corrigendum dated 17.08.2026 - clause 6.2.1

159	Sr. 4 Infrastructure (13)	58	6.2.1	Owned/leased centres in cities forming part of the IIBF exam city list, as specified in Annexure F1. 150 to 199 cities = 2 More than 200 cities = 3	With reference to the requirement of “ Owned/leased centres in cities forming part of the IIBF exam city list, as specified in Annexure F1 ”, kindly clarify whether examination centres available under long-term contractual arrangements/agreements with the bidder , with assured availability for conducting IIBF examinations and supported by valid contractual documentation, may also be considered as owned centres for the purpose of evaluation and award of marks. This is requested as most examination agencies conduct examinations using long-term contracted/leased centres rather than exclusively owned infrastructure.		Please refer Corrigendum dated 17.08.2026 - clause 6.2.1
160	Sr. 5 Service provider profile (12)	59	6.2.1	Staff on rolls: 450 to 649 = 2; 650 to 850 = 3; 850 and above = 4. Evidence to be certified by CEO/HR Head with EPFO or equivalent statutory proof.	Request you to kindly amend the clause as Staff on rolls: 250 to 449 = 2; 450 to 650 = 3; 650 and above = 4. Evidence to be certified by CEO/HR Head with EPFO or equivalent statutory proof.		Please refer Corrigendum dated 17.08.2026 - clause 6.2.1
161	Annexure P1	127	4	Jammer installation (per venue)	With reference to the line item “Jammer Installation (per venue)”, kindly clarify whether the quoted rate is applicable only for installation, deployment and operational support of the jammer equipment, or whether it also includes the cost of the jammer equipment itself. Since the jammer equipment is being supplied by Government agencies such as BHEL/ECIL, kindly confirm that the bidder is required to consider only the installation, deployment and operational manpower/support cost.		Requirement of Jammers is not currently in our scope. However, the details will be mutually discussed at the time of implementation as and when required in the future.
162	SECTION 4 – ELIGIBILITY CRITERIA	52	9	The Service provider should not be currently blacklisted/debarred by any Central/State Government, PSU or autonomous body for exam-related activities, and neither the Service provider nor its promoters/directors should be subject to any insolvency or bankruptcy proceedings before the NCLT or any other authority during the last 5 years.			Please refer Corrigendum dated 17.08.2026 - Section 4

163	Annexure E6	87	E6	We hereby certify that we have read the entire terms and conditions of RFP No. IIBF/EXAM RFP-2/2026-27 (including all sections, annexures and corrigenda), which shall form part of the Contract, and we unconditionally accept the same in totality. We further declare that our firm has not been blacklisted by any Central/State Government or PSU or autonomous body for any examination-related activity as on the date of submission,	It is requested that the clause may kindly be amended/read as: "The Bidder has not been blacklisted by any Central/State Government or PSU or autonomous body for any examination-related activity as on the date of submission of the bid." This may kindly be clarified/amended to ensure that the eligibility criterion is assessed with reference to the bidder's current blacklisting status as on the date of bid submission and is limited to blacklisting specifically relating to examination-related activities.		Please refer Corrigendum dated 17.08.2026 - Section 4
164	Annexure E9	90	E9	3. We are not currently blacklisted/debarred by any Central/State Government, PSU or autonomous body for exam-related activities; neither we nor our promoters/directors are subject to any insolvency/bankruptcy proceedings before the NCLT or any other authority; and we are not under any declaration of ineligibility for corrupt or fraudulent practices.			Please refer Corrigendum dated 17.08.2026 - Section 4
165	Annexure T3	99		I hereby declare that my company is not under a declaration of ineligibility / banned / blacklisted/ debarred by any State or Central Government / Central or State Government Department/Undertaking or any other Government Institutions / Autonomous Bodies currently in India or abroad.			Please refer Corrigendum dated 17.08.2026 - Section 4
166	SECTION 4 – ELIGIBILITY CRITERIA	52	7	The Service provider should have an average annual turnover of at least ₹500 crore during the last 3 audited financial years, and positive net worth in each of those years.	Considering that the estimated project value is approximately ₹30 crore per annum, prescribing an average annual turnover of ₹500 crore appears disproportionately high in relation to the scale of the proposed engagement. As a reasonable financial-capability benchmark, the turnover requirement should be proportionate to the estimated annual contract value and should not unnecessarily restrict participation of technically and operationally capable examination service providers. Accordingly, we request IIBF to kindly consider reducing the minimum average annual turnover requirement from ₹500 crore to ₹250 crore, while retaining the requirement of positive net worth.		Please refer Corrigendum dated 17.08.2026 - clause 6.2.1

167	Sr. 4 Infrastructure (13)	58	6.2.1	Certified owned nodes with city-wise vetted list: 50,000 to 74,999 nodes = 1; 75,000 to 99,999 nodes = 2; above 1,00,000 nodes = 3.	With reference to the requirement of “ Certified owned nodes with city-wise vetted list ”, kindly clarify whether nodes available under long-term contractual arrangements/agreements with the bidder, with assured availability for the required examination period and supported by valid contractual documentation, may also be considered as owned nodes for the purpose of evaluation and award of marks. This is requested as most examination agencies conduct examinations using long-term contracted/leased centres rather than exclusively owned infrastructure.		Please refer Corrigendum dated 17.08.2026 - clause 6.2.1
168	Sr. 4 Infrastructure (13)	58	6.2.1	No. of owned center out of the IIBF exam center list as per Annexure F1: 175 to 199 = 1; 200 to 224 = 2; More than 225 = 3.	With reference to the requirement of “ No. of owned centres out of the IIBF exam centre list as per Annexure F1 ”, kindly clarify whether examination centres available under long-term contractual arrangements/agreements with the bidder, with assured availability for conducting IIBF examinations and supported by valid contractual documentation, may also be considered as owned centres for the purpose of evaluation and award of marks. This is requested as most examination agencies conduct examinations using long-term contracted/leased centres rather than exclusively owned infrastructure.		Please refer Corrigendum dated 17.08.2026 - clause 6.2.1
169	Sr. 5 Service provider profile (12)	59	6.2.1	Staff on rolls: 450 to 649 = 2; 650 to 850 = 3; 850 and above = 4. Evidence to be certified by CEO/HR Head with EPFO or equivalent statutory proof.	Request you to kindly amend the clause as: Staff on rolls: 250 to 449 = 2; 450 to 650 = 3; 650 and above = 4. Evidence to be certified by CEO/HR Head with EPFO or equivalent statutory proof.		Please refer Corrigendum dated 17.08.2026 - clause 6.2.1
170	Indicative Sub-Scoring Guidance	59	6.2.1	Financial strength: Average annual turnover of INR 500 crore <= INR 750 crore = 1; < INR 750 crore upto INR 1000 crore = 2; More than 1000 crore = 3.	Request you to kindly amend the clause as: Financial strength: Average annual turnover of INR 250 crore <= INR 350 crore = 1; < INR 350 crore upto INR 450 crore = 2; More than 450 crore = 3.		Please refer Corrigendum dated 17.08.2026 - clause 6.2.1

171	SECTION 4 – ELIGIBILITY CRITERIA	52	9	The Service provider should not be blacklisted/debarred by any Central/State Government, PSU or autonomous body for exam-related activities, and neither the Service provider nor.	It is requested that the clause may kindly be amended/read as: 'The Bidder has not been blacklisted by any Central/State Government or PSU or autonomous body for any examination-related activity as on the date of submission of the bid.' This may kindly be clarified/amended to ensure that the eligibility criterion is assessed with reference to the bidder's current blacklisting status as on the date of bid submission and is limited to blacklisting specifically relating to examination-related activities.		Please refer Corrigendum dated 17.08.2026 - Section 4
172	Annexure E6	87	E6	We hereby certify that we have read the entire terms and conditions of RFP No. IIBF/EXAM RFP-2/2026-27 (including all sections, annexures and corrigenda), which shall form part of the Contract, and we unconditionally accept the same in totality. We further declare that our firm has not been blacklisted by any Central/State Government or PSU or autonomous body for any examination-related activity as on the date of submission.			Please refer Corrigendum dated 17.08.2026 - Section 4
173	Annexure E9	90	E9	3. We are not currently blacklisted/debarred by any Central/State Government, PSU or autonomous body for exam-related activities; neither we nor our promoters/directors are subject to any insolvency/bankruptcy proceedings before the NCLT or any other authority; and we are not under any declaration of ineligibility for corrupt or fraudulent practices.			Please refer Corrigendum dated 17.08.2026 - Section 4
174	Annexure T3	99		I hereby declare that my company is not under a declaration of ineligibility / banned / blacklisted / debarred by any State or Central Government / Central or State Government Department/Undertaking or any other Government Institutions / Autonomous Bodies currently in India or abroad.			Please refer Corrigendum dated 17.08.2026 - Section 4

175	21/A.3/1/h	21		Capable of rule-based, module-wise examinations.	We need more Clarity on this clause		Kindly refer A2 Pg 95 of RFP
176	21/A.3/1/k	21		Option to set parameters while submitting an examination.	We need more Clarity on this clause		This is an existing practice being followed
177	44/C/10	44		The Service provider shall provide post-examination analytics reports including: psychometric analysis of question papers flagging technically doubtful items, as data inputs for the Institute's internal evaluation;	We need more Clarity on this clause		Will discussed with empaneled bidders during implementation.
178	96/B10	96		Biometric solution: fingerprint + face capture with liveness detection; AI/ML face matching vs admit-card/registration photo; QR-code admit-card scanning; Aadhaar-based authentication capability (with UIDAI audit and compliances) (applicable as and when mandated by IIBF in future); entry/bio-break capture with mismatch reporting	We need more Clarity on this clause with reference to Finger print capture & Aadhar based Authentication		Requirement of Aadhar based authentication is not currently in our scope. However, the details will be mutually discussed at the time of implementation as and when required in the future.

179	21/A.3/1/r	21		For flagship exams the question bank and answer key shall be pushed separately. The answer key shall be pushed to the Central Server only 30 minutes prior to the completion of the respective examination session, in a secure and encrypted manner as per IIBF's instructions	We need more Clarity on this clause		Feature required to strengthen the security of the QP. Bidders to present the solutions during technical presentation and demonstration
180	40/B2/2	40		The solution shall encompass multi-modal biometrics, fingerprint, and face biometric, and shall capture fingerprint and photograph of each candidate and scribes appearing with PwD candidates at both entry and exit. The photograph captured shall be matched with the photograph on the admit card/registration database using AI/ML, and mismatch cases shall be shared with IIBF in real time.	We need more Clarity on this clause		Clause modified as below: The solution shall encompass multi-modal biometrics, fingerprint, and face photograph, and shall capture fingerprint and photograph of each candidate and scribes appearing with PwD candidates at entry and biobreaks. The photograph captured shall be matched with the photograph on the admit card/registration database using AI/ML, and mismatch cases shall be shared with IIBF in real time.
181	124/T11/14	124		Post-exam analytics (item analysis, anomaly/forensic reports) as inputs for IIBF's internal evaluation	We need more Clarity on this clause		Pl refer Point C Point 10 - page 44 of RFP.
182	58/6.2.1	58		Largest single-day candidate volume handled on pan-India basis: 1,00,000 to 1,24,999 = 1; 1,25,000 to 1,49,999 = 3; 1,50,000 and above = 5. Less than 1,00,000 shall not be evaluated as it does not meet eligibility.	Largest single-day candidate volume handled on pan-India basis: 1,00,000 to 1,10,000 = 1; 1,10,001 to 1,24,999 = 3; 1,25,000 and above = 5. Less than 1,00,000 shall not be evaluated as it does not meet eligibility.		Please refer Corrigendum dated 17.08.2026 - clause 6.2.1

183	Submission date			5th Sept 2026	Due to Janamashtmi festival we request to extend submission date by 3-5 Days		Last date and time of submission of Proposals - to be re-scheduled on 11th September 2026
184	SLA	63	7.3	SLA: Exam Start Time Target: No delay exceeding 30 minutes at any venue	-		Clause modified as below: SLA: Exam Start Time Target: The examination shall commence at the scheduled time at every venue. It shall neither begin before the scheduled time nor be delayed by more than 30 minutes.

Corrigendum No.: 02 - IIBF/EXAM RFP-02/2026-27 -RFP to Select Service Provider/s to conduct Online Examinations i.e. Computer Based Test (CBT) of the Institute in centre – based mode							
185	Penalty	9.1	Additional	-	-		New clause added: The Service Provider shall ensure strict adherence to the approved examination schedule, candidate-registration controls and system-security protocols. The following shall constitute an SLA breach: 1. Granting compensatory time to any non-PwD candidate without IIBF's prior approval. 2. Allowing any candidate to commence the examination before the scheduled start time. 3. Registering or permitting registration of any candidate after the scheduled examination start time without IIBF's approval. 4. Detecting the same MAC or IP address across multiple examination centres, or its unauthorised duplication among candidates in the same examination session. Penalty: ₹ 5,000 per affected candidate per instance, as applicable. Repeated, systemic or deliberate violations may be treated as a material breach and may attract additional action under the examination-integrity and security provisions of the RFP.
186		60	6.2.1	Qualifying thresholds: Service providers must score at least 60% overall AND at least 60% in criterion Sr. 2 (Exam Software Security) to be declared technically qualified. Commercial Bids of only such Service providers shall be opened.			Qualifying thresholds: Service providers must score at least 60% overall AND at least 60% in criterion Sr. 2 (Exam Software Security) to be declared technically qualified. Commercial Bids of only such Service providers shall be opened. Only the top three bidders declared technically qualified, ranked based on the technical evaluation, shall be eligible to proceed to the commercial round.